PowerManage User Guide

PowerManage User Guide
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d. You shall include statements in You welcome kit and/or its agreement(s) with Customer's to remind them to keep secure their login and password details and comply with all applicable security policies.

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PowerManage 4.16 updates

See the following list of PowerManage 4.16 updates.

- *IQ panels support*
- *Billing status view*
- *Menu settings*
- *Privacy Policy*
- *Extended error information*
- *Equipment page redesign*
- *Billing plan*
- *State tab redesign*
- *Download log and Sending reboot command*
- *Customer pane*
- *Info tab*
- *System tests*
- *Displaying Z-wave and PowerG+ devices on the Automation tab*
- *Firmware upgrade*
- *Groups*
- *Roles*
- *Users*
- *Basic configuration enhancement*
- *Processes page and tab redesign*
- *Events source*
- *Display Z-wave and PowerG+ devices*
- *Maximum of Rule Engine logs count per panel user*
- *Working key*

PowerManage 4.12 updates

See the following list of PowerManage 4.12 updates.

- *Accounts*
- *Central Station HTTP protocol*
- *Central station*
- *Emergencies*
- *Equipment*
- *Event delivery status*
- *Export*
- *Extended CSV report*
- *Google map*
- *Groups*
- *Home automation devices*
- *Installer management*
- *Login*
- *MacOS and Safari GUI support*
- *Main screen*
- *Multi factor authentication (MFA)*
- *Neo PSP panels and GPRS infinte connection*
- *Remote inspections*
- *Resolve*
- *Setup PowerManage redundancy with operator privileges*
- *Smart Communicator support*
- *Customer management*

PowerManage 4.10 updates

See the following list of PowerManage 4.10 updates.

- *LTE modems upgrades*
- *Dual path push notifications*
- *Custom event description defined on the dual path*
- *Installers managed in the System page menu or in the INSTALLER tab*
- *Incremental Upgrade*
- *VOD history*
- *Offline handler tuning for DSC panels*
- *Tyco's technical support can configure the server for log forwarding*
- *Include temperature, light and GSM RSSI statistics in reports*
- *Multiple remark fields in the INFO tab*
- *Stream new events turned on by default*
- *Event sounds can be customized according to category*
- *DEVICE ID search option added in the Panels pane*
- *AC failure false warning fixed*
- *Recent history and last visit widgets*
- *Interactive Users in the main menu*
- *Secondary node group synchronization*

PowerManage 4.8 updates

See the following list of PowerManage 4.8 updates.

- *Associate PIR camera with up to eight sensors*
- *Upgrade 4G/LTE modems for PowerMaster panels*
- *Interactive Users page includes additional management features*
- *Panel search by customer information*
- *Greater authorization settings for interactive users*
- *View panel connection channel status*
- *Panel diagnostics*
- *Enable and disable temperature and light statistics for groups of panels with smart devices*
- *View GSM signal statistics in the equipment hub*
- *Integration session access keys for type 2 ITv2 panels*
- *View customer information on the panels page*
- *Set the rotation time period to remove events, processes or reports from the server*
- *Edit customer information in the system settings*

Getting started

Introduction to PowerManage

Use the PowerManage service management platform to manage panels remotely in real time from a central monitoring station (CMS) and with an internet protocol (IP) receiver.

Advantages of the PowerManage server:

- Receiver: PowerManage serves as an IP receiver for regular events and video events.
- Resolve: PowerManage enables home control and services such as reports, tests and panel configuration.
- Interactive: PowerManage enables users and installers to access the panel with the mobile application.

Introduction to the PowerManage web help

The PowerManage documentation provides monitoring service provider operators and IT managers information about how to manage the following:

- The PowerManage service management platform
- Security alarm panels
- Panel configurations
- Groups of monitored panels
- Alarms and events
- System tasks

Compatible systems

PowerManage 4.16 has been tested with the following security systems.

PowerSeries Neo panels	HS2016 v.1.37.01.001 + TL280LE-EU v.5.61.04.015 HS2016 v.1.37.01.001+ LE2080-EU v.5.61.04.015 HS2016 v.1.37.01.001 + TL280LE-EU v.5.50.04.016 HS2128E v.1.37.01.001 + TL2803G(R)E v. 5.43.04.005 HS2016-4 v.1.36.01.001 + TL2803G(R)E v. 5.21.04.006 HS2064E v.1.33.01.005 + 3G2080(R)E v. 5.41.04.001 HS2064 v.1.32.01.005 + TL280LE-GTX-2 v. 5.51.04.002 HS2064 v.1.31.01.001 + TL280(R)E v. 5.11.04.008 HS2128 v.1.20.01.037 + TL2803G(R)E v. 5.03.04.004 HS2032 v.1.11.01.001 + TL280(R)E v. 5.02.04.003 HS2016 v.1.11.01.001 + TL280(R)E v. 4.12.04.001
PSP panels	HS3248 v.1.40.01.016 HS3128 v.1.32.01.001 HS3128 v.1.31.01.006 HS3248 v.1.30.01.022 HS3032 v.1.20.01.029
Visonic panels	PM360 - L20.213 with PowerLink 8.0.94.16 PM360 - L20.213 with PowerLink 8.0.94.14 PM30 - K20.214 with PowerLink 7.x.94.14 PM360R - R20.213 with PowerLink 8.0.93.8 PM10 - I20.214 with PowerLink 7.x.93.17 PM30 - K20.214 with PowerLink 7.x.93.17 PM33E - E20.214 with PowerLink 7.x.93.x PM360 - L20.213 with PowerLink 8.x.93.8 PM360R - R19.412 with PowerLink 8.0.92.6 PM30 - K18.415 with PowerLink 7.4/5.46 PM33 - M18.055 with PowerLink 7.4/5.27 PM30 - K18.055 with PowerLink 7.4/5.27 PM30 – K17.133 with PowerLink 7.2.14

	PM30 - K16.012 (GPRS only) PM10 – I14.005 (GPRS only) PM10 – I12.012 (GPRS only) PowerMax PRO (C17.108) (GPRS only)
Bentel communicators	BLE320 2.0.74.0 BLE320 3.0.07.0
Qolsys panels	IQPanel4 ver: 4.5.0i IQ4 HUB ver: 4.5.0i IQ4 NS ver: 4.5.0i IQ4 Pro ver: 4.4.0i

Regular tasks to perform

- View and handle security and maintenance events. For more information, see *Events page*.
- Configure panels
- Diagnose and resolve panels
- Perform inspections, reports, and firmware upgrades. For more information about remote inspections, see *Remote inspections page*. For more information about reports, see *Reports page*. For more information about firmware upgrades, see *Firmware page*.
- Enable and disable user and installer access to panels by using the user and installer mobile applications. For more information, see user and installer apps in *Navigating the Installers page.htm*.
- Add new panels to the server. For more information, see *Adding a panel to the server*.

Setting up PowerManage

1. Plan the permission framework.
   a. To group similar panels together and perform common actions to large groups of panels at once, create panel groups. For more information on adding groups see *Adding a new group*.
   b. Add server users. For more information, see *Adding a new user*.
   c. To define the permissions of the server users, create roles to connect to each server user. For more information on creating roles and defining permissions, see *Roles page*.
2. Organize the user hierarchy of the server by defining the administrator and the operator accounts on *Users page*.

Server parameter configuration methods

Configure the PowerManage server parameters with one of the following methods:

- The PowerManage application web site. For more information, see *Configuring the server parameters by the web application*.
- The PowerManage Management Console. For more information, see *Configuring the server parameters by the console*.

Related topics

PowerManage architecture

Navigating the user interface

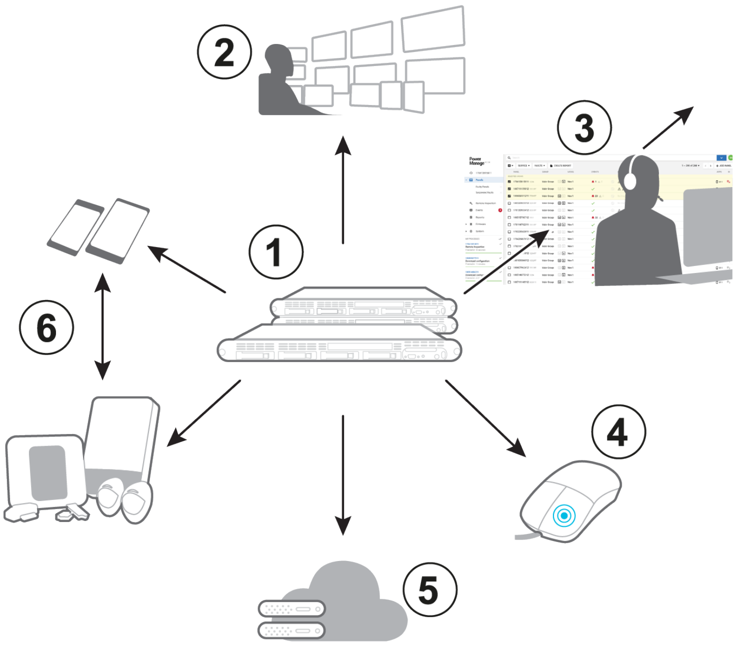
Navigating the MY PROCESSES pane

Using the search filter

Logging on to the PowerManage system

PowerManage architecture

Figure 1. PowerManage architecture



Callout	Name	Description
1	PowerManage server	The PowerManage server
2	Receiver	The PowerManage receives events from the panels by IP or GPRS communication and displays them on the server. The PowerManage then forwards the events to automation applications or central monitoring stations using the following protocols: - Panels to server protocols: ■ Standard protocols, such as SIA, CID, and FIBRO ■ Proprietary protocols, such as power-net - Server to automation protocols: ■ Standard protocols, such as MLR-2 or FEP ■ Proprietary protocol, such as VISNAP
3	Resolve	Enables the server operator to control and view panel parameters, as well as run tests and create reports
4	One-click	Click to view recent events and any related images or video clips in Power-Manage. For more information, see *Setting up Visual alarm verification*
5	Video Disk Control Protocol (VDCP)	Enables the operation of large numbers of panels simultaneously and enables PowerManage to connect to third party applications through a two-way interface. The two-way interface is a Python based program.
6	Interactive app	The user application enables homeowners to perform most operations that are permitted to a panel user. For example, homeowners can view the security system status, remotely arm or disarm the system, receive image verification and view historical logs on a mobile device or remote PC. The installer mobile application enables the installer to view and configure the panel remotely without visiting the customer's residence.

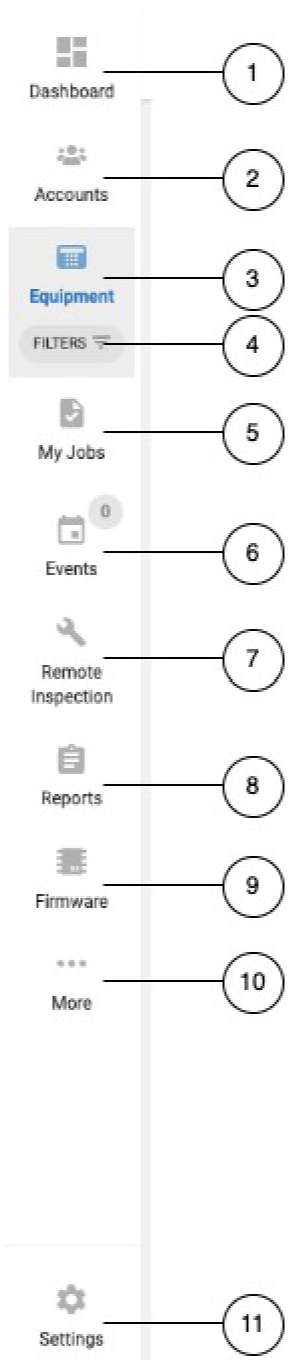
Navigating the UI

Figure 2. Navigating the UI

Callout	Name	Description
1	Navigation pane	To view a page, click the page name in the navigation pane. - The required privileges are defined in the user's role. For more information about roles, see *Roles page*. - The PowerManage server has licensing logic that removes some of the server's functionality. If pages are missing and it is not due to undefined privileges, contact technical support.
2	Logo	Identifies the server that PowerManage is running on. Click to view the version, build number, local time and timezone of the server. Click **show license info** in the pop-up to display functionality supported by Power-Manage.
		To change the PowerManage logo to a custom logo, contact technical sup-port.
3	Search bar	Search a page by using free typing or search filter options. For more information, see *Using the search filter*.
4	Last visited panel	Click to access the panel.
5	My Jobs	Click to access list of My Jobs or list of accessed panels under **History**.

6	User icon	Click the user icon to open a list with the following options:
		- **Settings**: To define the following settings:
		- Gear icon displays the following:
		    - Language for the server user
		    - Temperature standard units
		    - Theme: light or dark
		    - Automatic log out timeout
		    - Event delivery status view
		    - Billing status view. For more information, see *Billing status view*.
		- Four-squares icon displays the following:
		    - Order of the navigation pane’s icons
		    - Show only icons in the navigation pane
		    - Preview of custom order of the navigation pane’s icon
		For more information, see *Menu settings*.
		- Speaker icon displays the following:
		    - Alarm sounds
		    - Events supervision
		    - Event notifications
		    - Alarm supervision settings
		    - Turn on or off app notifications and notification sounds
		- **Edit Profile**: To edit the phone number and country of the server user, from the user icon list, click **Edit Profile**.
		- **Change Password**: To change the password of the server user, from the user icon list, click **Change Password**.
		- **Help**: To view the PowerManage web help, from the user icon list, click **Help**.
		- **Privacy Policy**: to view the privacy policy.
		- **Logout**: To log out of the PowerManage web user interface, from the user icon list, click **Logout**.
		- The user icon displays the initial of the first name of the user that is logged on. The initials **DS** display for the default super admin user icon. For more information about users, see *Users page*.

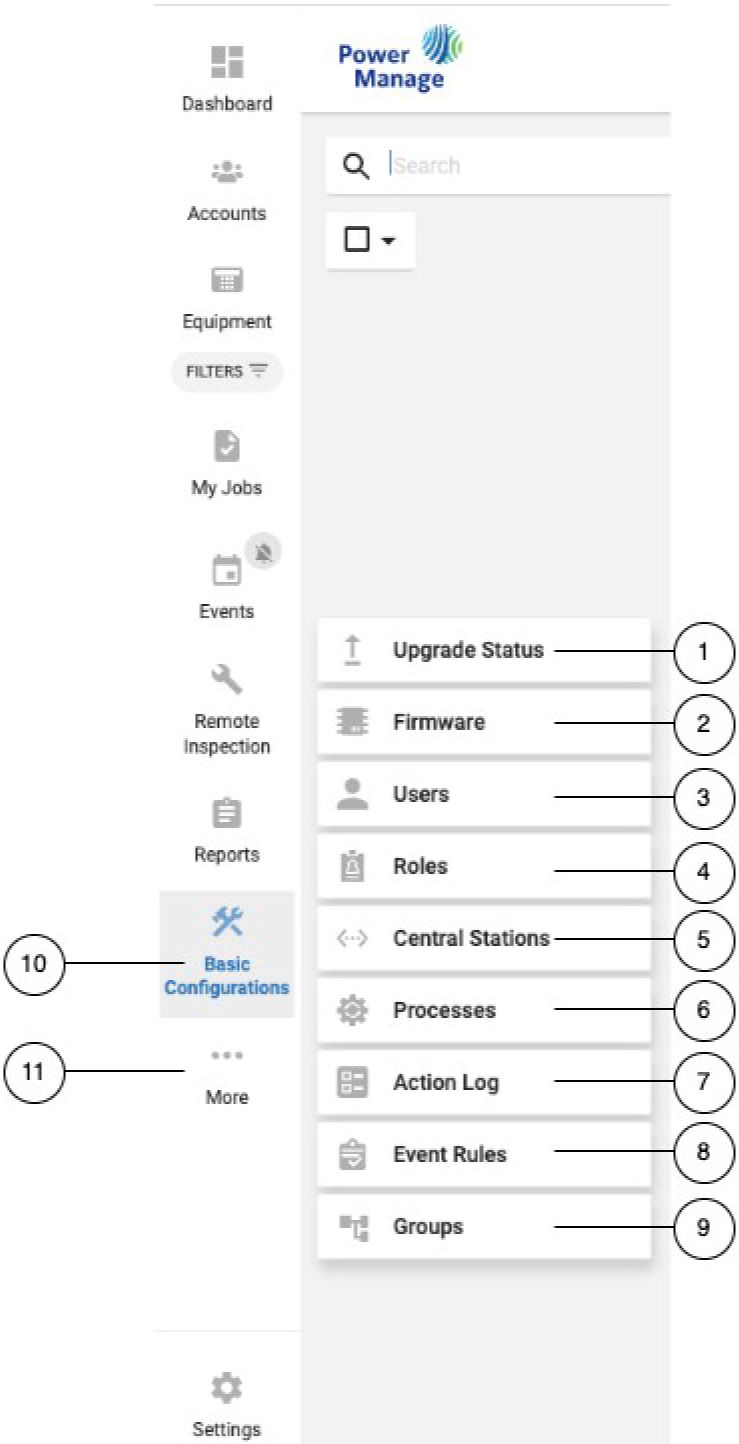
Figure 3. Navigation pane



Callout	Name	Description
1	Dashboard	View the overall statistical data from the server in a visual format on the Dashboard page.
2	Accounts	Lists the customers (end users) and installers accounts.
3	Equipment	Manage the panels that are enrolled on the server: For more information, see *Equipment hub.* To examine a panel in the equipment hub, on the **Equipment** page, click the panel name. For more information about the equipment hub, see *Equipment hub*.

4	FILTERS	Displays the saved searches that are related to the **Equipment** page. To delete a saved search, click the **X** next to it. **Note**: **FILTERS** menus exists only when there is at least one saved search. The **Equipment**, **Events**, and **Remote Inspection** items can have sub-menu FILTERS.
5	My Jobs	Lists all tasks initiated by the operator.
6	Events	Displays all of the events that are received from all enrolled panels. For more information, see *Events page*.
7	Remote Inspection	Open the Remote inspection page to view, run, and schedule health tests for the panels that are enrolled in the server. To run or view a remote inspection for an individual panel, open the panel in the Equipment hub and go to the REMOTE INSPECTIONS tab. For more information, see *Navigating the Remote inspections tab*
8	Reports	View, create, stop, and remove reports are in CSV or PDF format. For more information about reports, see *Reports page*. If you create a report on the **Reports** page, the report runs on all panels that are enrolled on the server. To create a report for an individual panel, see *Creating a new report on the Panels page*.
9	Changeable item	This position displays the item selected in the **More** menu.
10	More	Lists the items that you can place into the changeable item position.
11	Settings	Use the settings page to set up server configuration parameters. For more information, see *Settings page*.

Figure 4.



Callout	Description	Function
1	Upgrade Status	Click **Upgrade Status** to view the upgrade status of firmware upgrades. You can stop a firmware upgrade on the Processes page if it has a START status. For more information, see . To stop a process for an individual panel, see *Firmware page*.
2	Firmware	Mass upgrade the firmware of a group of panels or devices on the Firmware page. For more information, see *Firmware tab*
3	Users	Create, remove, suspend, or enable server users on the Users page. For more information, see *Users page*.

4	Roles	Manage the role types that you can assign to users.
5	Central Stations	PowerManage can also function as a receiver that forwards events from security panels to automation servers or central stations. Manage the information panels communicate on the Central Stations page.
6	Processes	View a list of all the processes that run on the server on the Processes page. For more information, see Processes tab.
7	Action log	View a list of all the actions made by the user that is logged on. The Actions log page logs actions in chronological order. A Success or Failure status does not mean that an action finishes with success or failure, it indicates if the action started with success or failure.
8	Event rules	Not applicable in this PowerManage version. This feature matches panel events to CS messages. Disable this menu by certification.
9	Groups	Manage panel groups on the Groups page. A group is a collection of panels that share the same configuration settings. For more information, see Groups page.
10	Changeable item	This position displays the latest item that you have selected in the **More** menu.
11	More	Lists the items that you can place into the Changeable item position.

Related topics

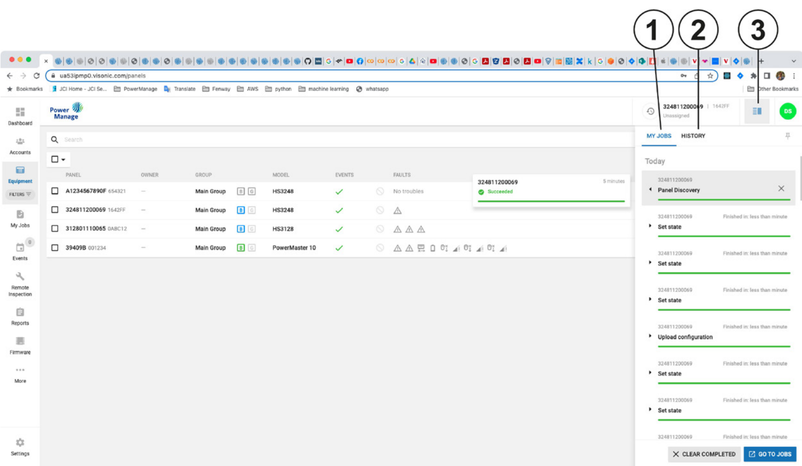
[Navigating the MY PROCESSES pane]

[Using the search filter]

Navigating the MY JOBS and HISTORY panel

The **MY JOBS** pane displays the most recent processes run by the user on the current computer. The **HISTORY** pane displays all the panels this user visited.

Figure 5. Figure: Navigating the MY JOBS and HISTORY panes



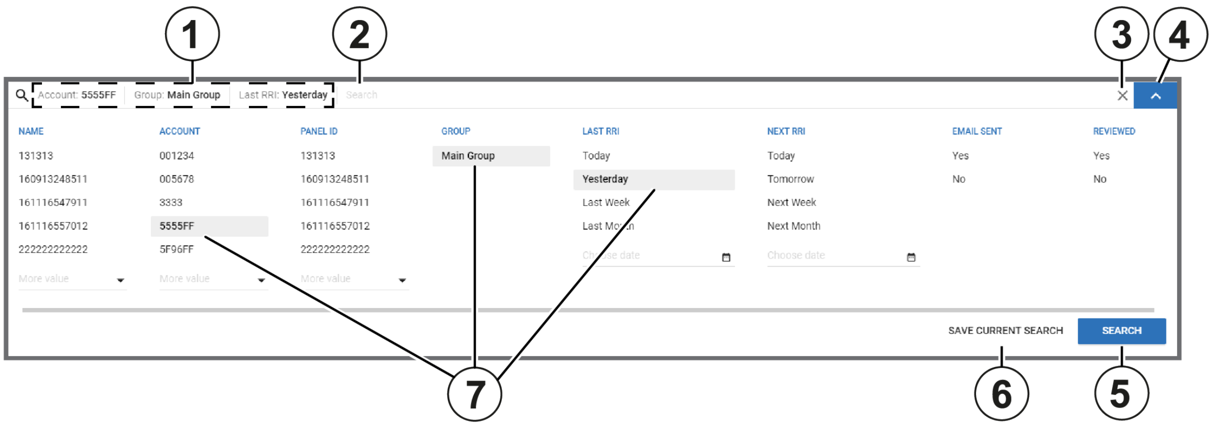
Callout	Name	Description
1	MY JOBS	Lists the processes that the current user runs. Pressing on a process brings up the progress of the process and pressing the **X** icon removes the process from the list.
2	HISTORY	Lists all panels that current user has visited. Click the panel to switch to the required panel.
3	MENU	Brings up the **MY JOBS** and **HISTORY** panes.

Using the search filter

Filter the search by one of the following methods:

- Type a search term in the **Search** bar and click **SEARCH**.
- Select one or more key-value pairs in the **Search** list.
- Begin to type key-value pairs and click the desired option in the auto-complete list.

Figure 6. Navigating the search filter selection



Callout	Name	Description
1	Selected filters	When you select a **Search** list key-value pair, the key-value pair saves in the **Search** bar as a filter. Filter the search to return a match of one or more key-value pairs that you set in the **Search** list.
		Click a filter in the **Search** bar to remove it from the search.
2	Search bar	Enter a term or key-value pair in the **Search** bar to search the selected page.
		Click the **Search** bar or start to enter a key or value in the **Search** bar and a list of options appears. Select a key and pair from the auto-complete list and the key-value pair saves in the **Search** bar.
3	Cancel search	Click to cancel a search.
4	Search list button	Click to filter the search with one or more key-value pairs.
		Click the search bar to select a key and a related value, one at a time.
5	SEARCH	Click to search the selected page with a filter or search.
6	SAVE CURRENT SEARCH	Click to save your key-value pairs as a preset search. The saved search appears in the navigation pane in a drop-down list under the related page name. You can save a search as a sub-menu in Equipment, Events, Remote Inspection, and Reports items.
		Faulty Panels and **Suspended Faults** are examples of preset saved searches that appear under the **Panels** item in the navigation pane. To delete a saved search on the navigation pane, click the **X** next to it.
7	Selected values	Click a search value to add it to the selected filters in the search bar. You can only select one value per key. The key-value pairs change depending on the page that is selected.
		Use the scroll bar to scroll horizontally through the search keys and values.

***Note**: If you have multiple servers, you can perform a search across all of them. To enable this feature, contact technical support for assistance. They can guide you through how to add your servers under **MMI Settings > Applications > Cross Server Search > Add Neighbour**. If you have enabled MFA, you need to ensure that the other servers are logged in on the same browser.*

Related topics

[*Navigating the user interface*]()

[*Navigating the MY PROCESSES pane*]()

Logging on to the PowerManage system

Access the PowerManage system with an email address and password. A user's email address and password identify the user and are set when the user is added to the server. Multi-factor authentication (MFA) option added to the PowerManage login to enhance security.

When the MFA option is enabled, login onto PowerManage requires two stages:

- Entry of email and password
- Entry of one time password (OTP) that you receive on your mobile phone

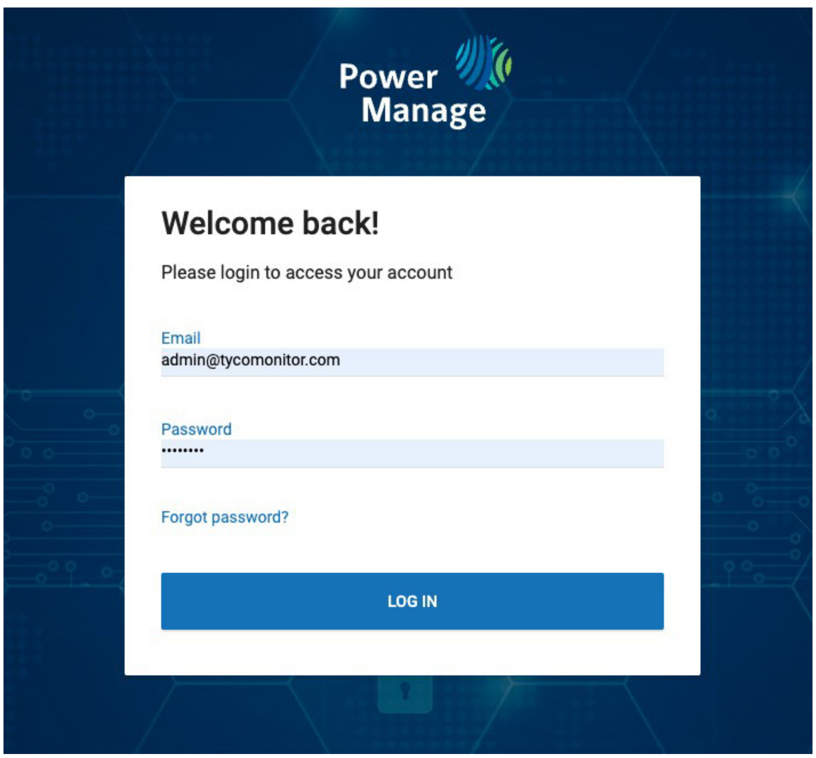
For more information on MFA operation and setup, see [*Multi Factor Authentication*]().

For more information on adding a user to the server, see [*Adding a new user*]().

For more information on changing a user's email address, see [*Editing user information*]().

For more information about logging on as the Default Super Admin, see [*Default super admin*]().

Figure 7. PowerManage login



Related topics

[*Resetting a forgotten password*]()

[*Changing your logon password*]()

[*Users page*]()

[*Multi Factor Authentication*]()

Changing your password

1. Click the user icon in the upper-right corner of any page.
2. From the **User** list, click **Change Password**.
3. Enter your current password in the **Current Password** field.
4. Enter your new password in the **New Password** and **Confirm Password** fields.
5. Click **Save**.

Note: To change the password of a server user with fewer permissions, see *Editing user information*.

Related topics

Resetting a forgotten password

Logging on to the PowerManage system

Resetting a forgotten password

1. From the **Login** dialog box, click **Forgot Password** in the lower-left corner.
2. Enter your registered email address in the email field and click **Remind**.
3. Log on to the email account of the address you provide and retrieve your new password.

   Note: If you cannot find the email with the password reset in your inbox, check your spam folder.
4. Log on with your email address and new password.

Related topics

Changing your logon password

Logging on to the PowerManage system

Configuring the server parameters in the web application

1. Open a web browser.

   Note: The PowerManage server does not support Internet Explorer or Opera web browsers.
2. Enter the IP address or the DNS name of your PowerManage server. For example, enter: `https://<server URL name>`.
3. To log on, enter the default username and password:
   - Username: `admin@tycomonitor.com`
   - Password: `Admin123`

   Important: Change the default admin password as soon as possible. For more information, see *Changing your logon password*.

Configuring the server parameters in the Management Console

Use the Management Console to configure the server in the initial stages of the panel installation. Use the Management Console to configure the internet connection during the setup stages. The Management Console is also referred to as MMI.

1. To log on to the PowerManage server, use a Secure Shell (SSH) program such as PuTTY, or use the web browser URL: `<power-manage DNS name>:2200`.
2. Enter the default username, `mmi`.
3. Enter the default password, `visonic`.

   Note: When you log on for the first time, you are prompted to enter a new password.

Setting up Visual alarm verification

PowerManage supports BOLD Manitou, One-click, and MASterMind using One-click for Visual alarm verification.

BOLD Manitou

PowerManage supports the protocol used by BOLD Manitou. The protocol is selected and configured from the dialog menus of PowerManage during installation. The integration allows monitoring providers to view images (clips) related to events embedded in the Manitou application.

One-click

PowerManage supports any automation software that displays a web or hyper-link in the event information.

In this case the MLR2 protocol is used to relay the event information without the visual information. When the event is processed by the monitoring provider, the operator clicks once on a web link to view the visual images from the protected site. The link to event interface user allows you to see the last 15 events for last 5 minutes or initialize video on demand for specified panel and user. The operator can then view the most recent events, along with the images associated with them on-demand.

To configure the one-click option in PowerManage, select MLR2 and add a new user with the Event Interface User role in the System page of the PowerManage web page, see 7.1.3.

The one-click method requires adding a simple link to every account on the automation software, in the following format.

http://[powermanage-IP-address]**/extern/login/in/e/**[user]**/p/**[password]**?page=/event/video/account/**
[account number]

Note: Make sure to write or copy / paste this URL as one line, with no spaces; also, the brackets are placeholders for user-specific information and must not be typed.

Where:

- [Powermanage IP address] is the address of PowerManage server.
- [user] and [password] are used to enable the event-user log on to PowerManage with the event-user role in PowerManage.
- [account number] represents the account number as recorded against that account in the PowerManage event log.

Note: [user] and [password] relate to the user with Event Interface User role. The password must contain lowercase letters (a-z), uppercase letters (A-Z), digits (0-9) and special characters (only colon, dash, underscore, dot and tilde are admitted).

The one-click method is widely used by several monitoring providers, including those using MASterMind.

MASterMind using One-click:

The hyperlink is usually added in Mastermind as part of defining the site and client information in a Procedure or a General Dispatch instruction (see the General Dispatch example in the following figure).

In the General Dispatch Instruction example above, the link to the monitoring user account is entered in the Dispatch Instructions box, using the following syntax:

<http://[Powermanage-IP-address]/extern/login/in/e/[user]/p/[password]?page=/event/video/account/
[account number]>

Note: Include the "<" and ">"; also, replace the text between the brackets with the relevant user-specific information - the brackets are placeholders and must not be typed.

Where:

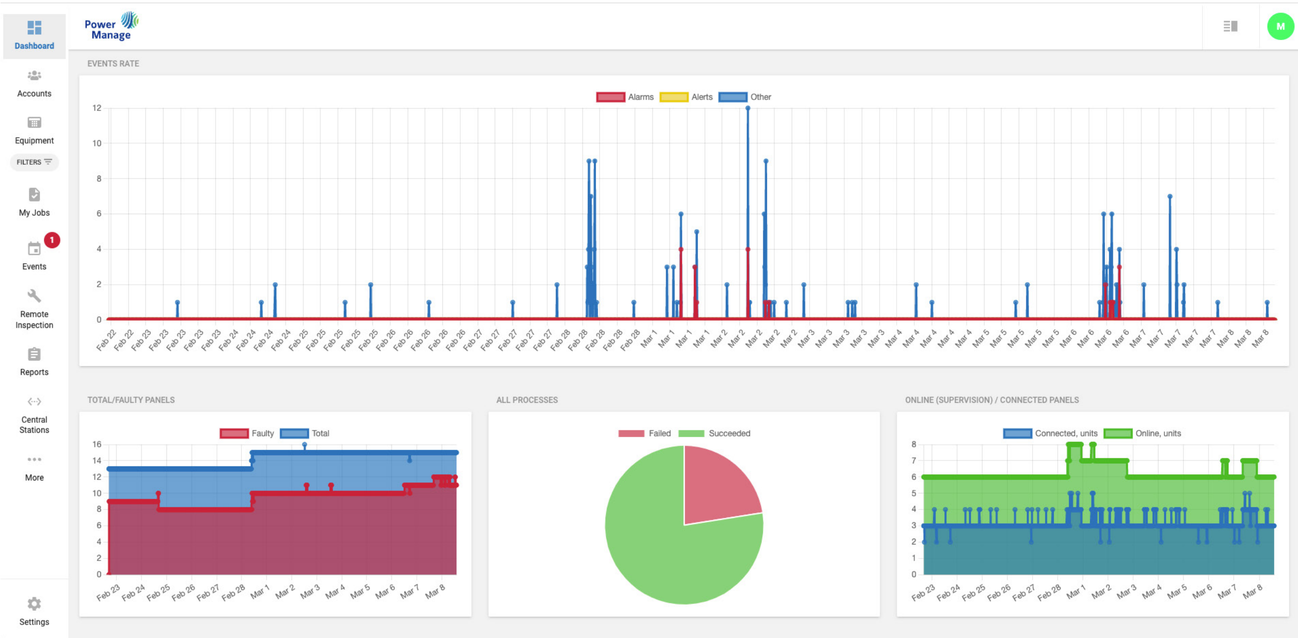
- [powermanage IP address] is the address of PowerManage server.
- [user] and [password] are used to log on the user with the event-user role in PowerMaster.
- [account number] represents the account number as recorded against that account in the PowerManage event log.

See the example in the preceding figure.

Dashboard page

The **Dashboard** page displays the overall statistical data from the server in a visual format.

Figure 8. Navigating the Dashboard page



To see a description of the four types of graph on the **Dashboard** page, see the following definition list:

EVENTS RATE

The **EVENTS RATE** graph displays visual data of events in three categories: **Alarms**, **Alerts**, and **Other**.

- The Y-axis measures the number of events.
- The X-axis measures time by calendar date.
- Each point on the graph represents 10 minutes.

FAULTY PANELS

The **FAULTY PANELS** graph displays visual data of the percentage of the total panels that are Faulty.

- The Y-axis measures from 0% to 100%. All of the panels comprise 100% and the position of the blue and red lines represents a percentage of the total number of panels.
- The blue line represents faulty panels. A faulty panel is a panel with at least one fault. For more information about the faults column, see **FAULTS** column in *Navigating the Equipment page*.
- The X-axis measures time by calendar date.
- Hover over a line to view the percentage value. This percentage is a decimal of 1. For example, 0.7 represents 70%.

ALL PROCESSES

The **All processes** pie chart displays visual data of the percentage of processes that fail and succeed.

CONNECTED PANELS

The **CONNECTED PANELS** graph displays visual data of the number of panels that are connected to the server over time.

Note: If a panel is connected, there is a live connection between the panel and the server. The term **Connected** does not mean **Online**. For more information about the connection status, see Connection status in *Navigating the Equipment page*.

Related topics

Panels page

Processes page

Events page

Accounts page

Accounts

The **Accounts** page now includes full support for **CUSTOMERS** and **INSTALLERS** accounts.

- **CUSTOMERS** are end-users
- **INSTALLERS** are installers of the panels

The server operator can search for customers or installers and then go to their connected panels.

This page provides full management to remove, reset password, add and remove panels.

To remove either of these accounts:

1. Select the required account.
2. Click **REMOVE.**

Note: You can also press on an account row and manage the account in the dialog box that displays on the right side of the page.

Related links

[Customers]

[Installers]

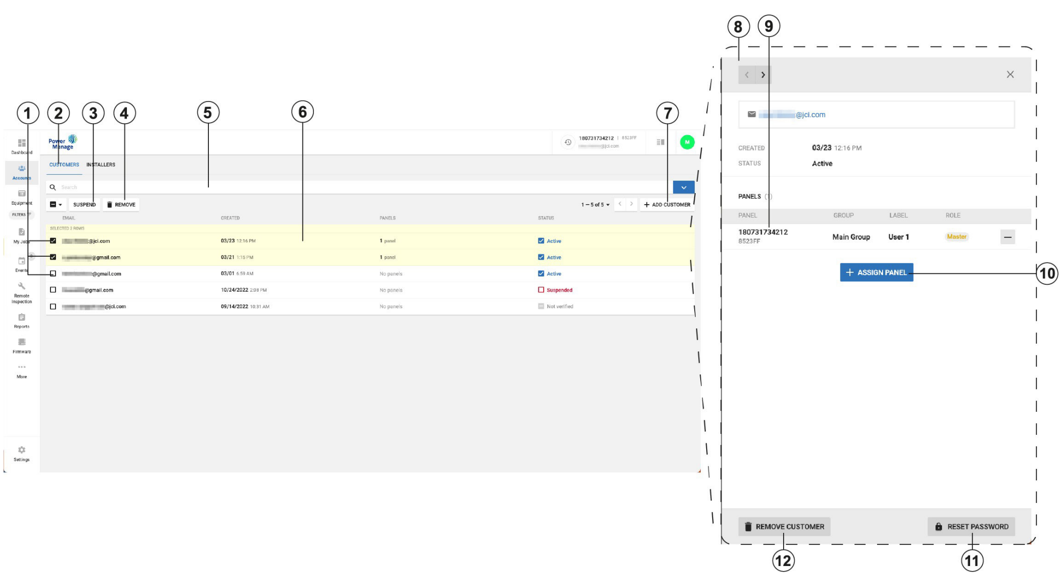
Customers

The Customers tab lists all panel customers registered on the mobile app. Mobile app customers are defined as interactive customers. Each customer displays their role, label, email when they registered and their status.

Selecting a customer row brings up a dialog box with a **PANEL USER INFO** tab where you can change customer code, user name, and connected partitions.

From the Customers tab, you can disconnect the customer from the panel and assign other panels to this customer. You can remove this customer or reset the customer's password.

Figure 9. Customers tab



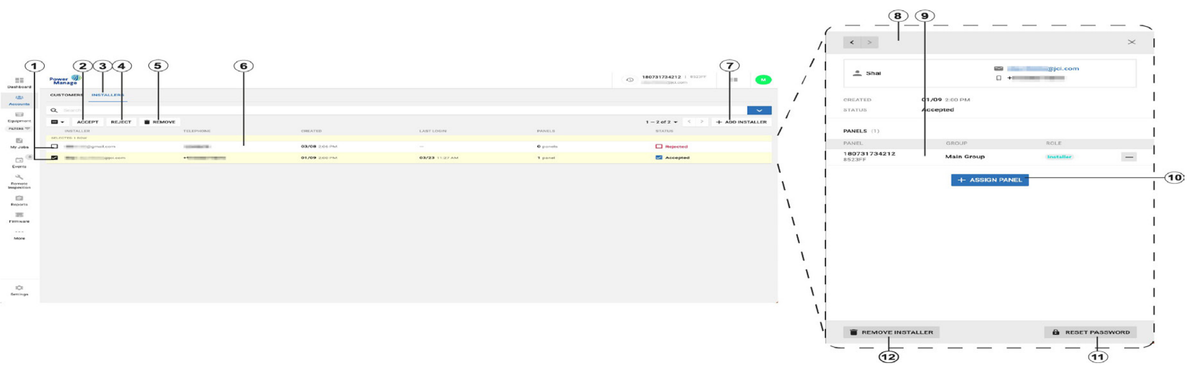
Callout	Name	Description
1	Check box	Select the check box of one or more accounts to suspend, enable, or completely remove the user.
2	CUSTOMERS tab	Lists all the mobile users using the ConnectAlarm app.
3	SUSPEND	Appears after selecting the check box (callout 1). Toggles between SUSPEND and ENABLE the user same effect as pressing the active or suspend icon on the right side of the customer row.
4	REMOVE	Click to remove the customer.
5	Search field	You can search for customers by typing keywords.
6	Customer field	Click the customer row to open the examination pane for customer details and management.
7	+ADD CUSTOMER	Create new customer. The field requires an email address which initiates the two factor verification (2FA) procedure.
8	Customer examination pane	By selecting a customer row an examination pane opens with detailed customer data.
9	Panel row	All panels connected to this customer. To remove the panels, click the **-** icon.
10	+ASSIGN PANEL	Click to add a panel to the customer.
11	RESET PASSWORD	Reset password of this customer. Note that this password is for the customer to access the mobile app, not the password to connect to the panel.
12	REMOVE CUSTOMER	Click to remove the customer.

Installers

The installers tab displays all the installers that have permissions to connect to the panels using the mobile installer app. When an installer connects to the installer app, they receive a list of their assigned panels. If configured to do so, the master customer must permit the installer's connection.

Note: Dealers have installers who can access the installer app and the PowerManage website listed in **Users** page.

Figure 10. Installers tab



Callout	Name	Description
1	Check box	Select the check box of one or more accounts to accept, reject or completely remove the user.
2	ACCEPT	Appears after selecting the check box. Can be used to change the status of the installer from pending to accepted.
3	INSTALLERS tab	Lists all the mobile installers.
4	REJECT	Rejects the installer so they cannot connect to any panel.
5	REMOVE	Press to remove the installer.

6	INSTALLER field	Press the installer row to open examination pane for installer details and management. Pressing the right icon can switch between pending, accepted, and rejected statuses.
7	+ADD INSTALLER	Create new installer. The field requires email address, name and phone number. A newly created installer is added in pending status.
8	Installer examination pane	By selecting installer row an examination pane opens with detailed installer data.
9	Panel row	All panels that can be managed by the installer. Customer permission can be mandatory before the installer accesses the panel (requirement needs to be set in MMI). The panels can be removed by pressing on the **-** icon.
10	+ASSIGN PANEL	Click to add panel to this installer.
11	RESET PASSWORD	Reset password of this installer. Note that this password is for the installer to access the mobile app, not the password to connect to the panel.
12	REMOVE INSTALLER	Click to remove the installer.

Installers page

Navigating the Installers page

To navigate to the Installers page, click **Accounts** in the left-hand menu

Accept or reject installers that are registered in the server on the **Installers** page. Use the search bar to filter the **Installers** page by status.

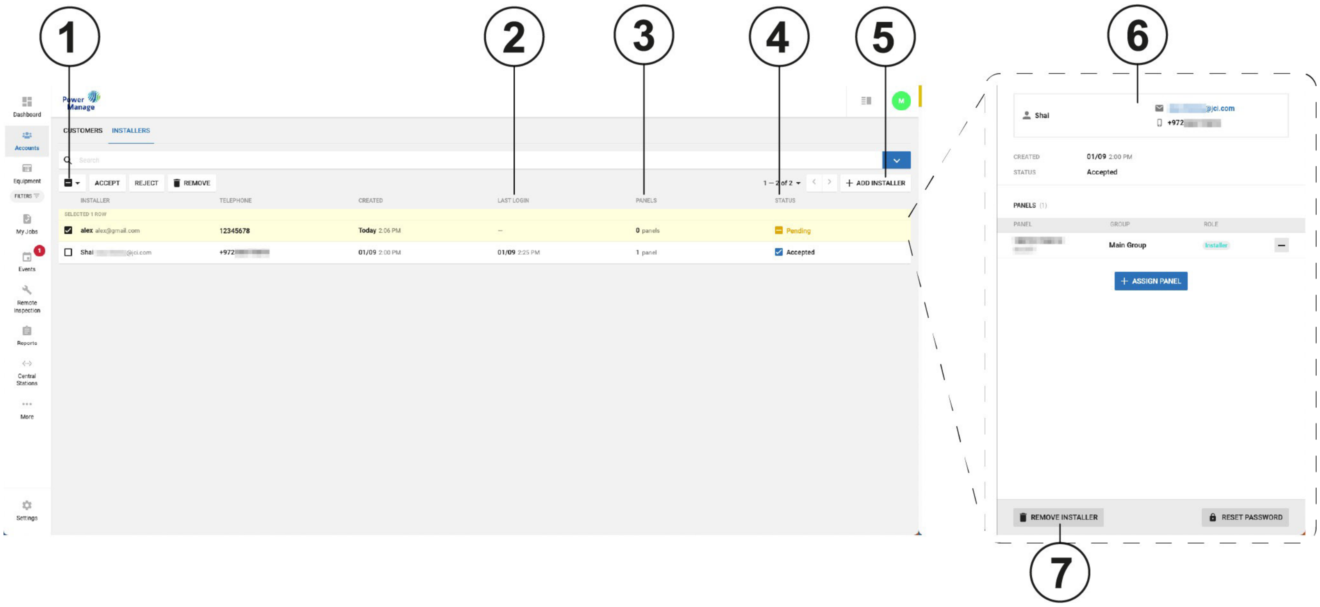
To connect remotely to a panel by using the installer mobile application, AlarmInstall, installers need to register on the server and receive an accepted status:

- **Registration:** Installers register the first time they use the mobile application.
- **Accepted status:** Either the user or the administrator then accepts or rejects access to the panel.

a. Turn on **Approve Installer Access by User** to grant the installer an **Accepted** status automatically. The user then approves the connection via the user mobile application, ConnectAlarm. This option is common for panels that are not monitored.

b. Turn off **Approve Installer Access by User** to grant the installer a **Pending** status automatically. A server operator then accepts the installer and the installer can access the panel remotely by using the installer mobile application. This option is common for panels that are monitored

Figure 11. Navigating the Installers page



Callout	Name	Description
1	Check box	Select the check box of one or more basic configurations to enable use of **ACCEPT REMOVE** and **REJECT**.
2	LAST LOGIN	Displays the last time the installer logged to their account.
3	PANELS	Displays the number of panels the installer is connected to.
4	**STATUS**	The current acceptance status of the user.
5	**+ADD INSTALLER**	Click **+ADD INSTALLER** to add new installers by initiating the 2FA process.
6	Examination pane	Click on an installer row to open the examination pane. You can see all panels assigned, assign panels, remove the installer, and reset passwords.
7	**REMOVE INSTALLER**	Click to remove installer.

Related topics

[Accepting or rejecting installers](#)

Accepting or rejecting installers

Note: To accept or reject one installer at a time, select the check box in the status column to toggle between an accept or reject status.

1. In the navigation pane, click **System**, then click **Installers**.
2. Select the check box of one or more installers to accept or reject.
3. Perform one of the following actions:
    - Click **ACCEPT**.
    - Click **REJECT**.
4. Click **OK**.

Related topics

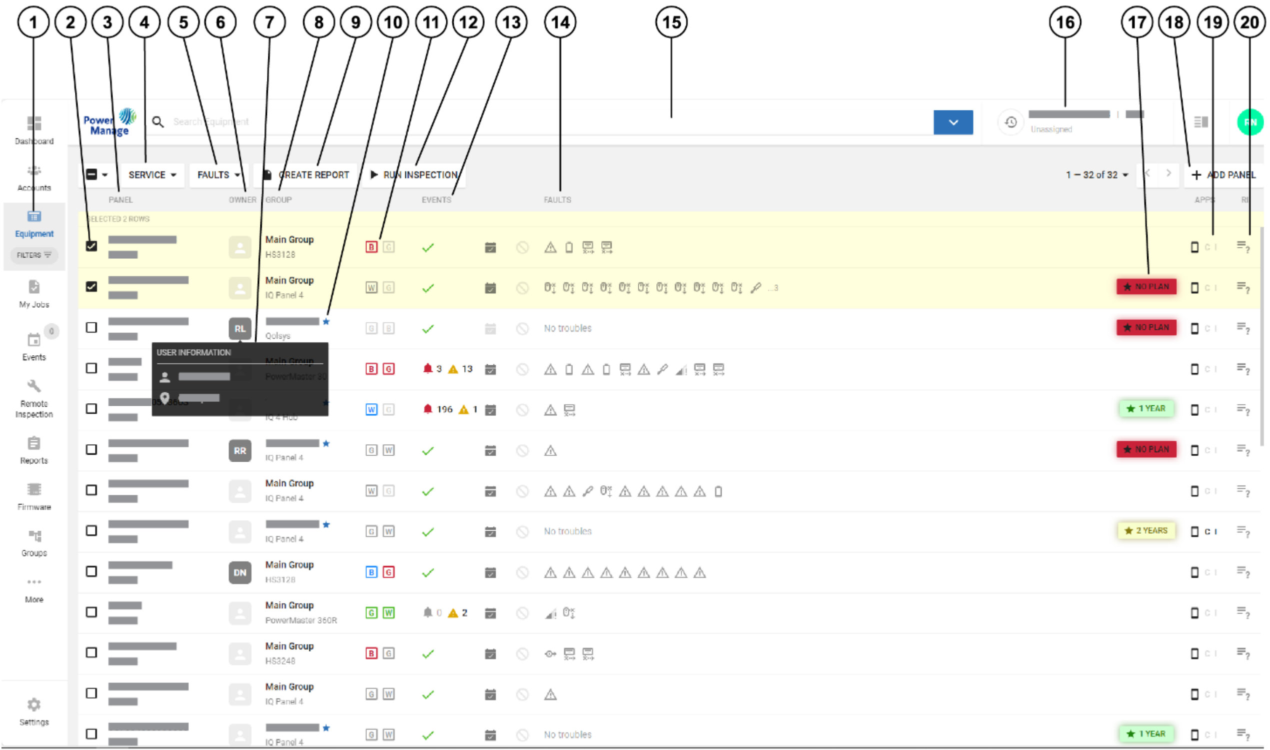
[Navigating the Installers page](#)

Equipment page

Navigating the Equipment page

You can view a list of all of the panels that are enrolled on the server on the **Equipment** page.

Figure 12. Navigating the Equipment page



Callout	Name	Description
1	Equipment	Customized search filters that you create for the **Equipment** page appear here. For more information, see *Using the search filter*.
		The preset **Faulty Panels** and **Suspended Faults** search filters appear by default. Click **Faulty Panels** to filter the panels page to only display panels with faults. Click **Suspended Faults** to filter the panels page to only display panels with suspended faults. Press the **X** icon on a filter to remove it. If no filters exist then the **FILTERS** menu will not be shown.
2	Check box	Select the check box of one or more panels to enable **SERVICE**, **FAULTS**, **CREATE REPORT**, and **RUN INSPECTION**.
3	Panel filter	Displays the panel name and panel ID. By default, the panel name is the panel ID. To change this to a custom name, edit the panel information in the Equipment hub. For more information, see **EDIT** in *Navigating the equipment hub*. For more information on changing the panel name or account, see *Editing basic panel and customer information*. **Note:** For Neo panels, the panel ID is the integration identification number. To find this number, enter `[851][422]` in the panel keypad.
		Select the panel name to open the panel in the Equipment hub. For more information about the Equipment hub, see *Equipment hub*.

4	Service	To perform an action on one or more selected panels, from the **SERVICE** list, select one of the following options: - **Change Group** - **Refresh State** - **Refresh configuration** - **Push Basic Configuration** - **Trigger Discovery** - **Remove** For more information on servicing panels, see *Servicing panels*.
		To enable **SERVICE**, select the check box of one or more panel rows.
5	**FAULTS**	To perform an action on one or more selected panels, from the **FAULTS** list, select one of the following options: - **Mark for service** - **Reassign** - **Resolve faults** - **Suspend faults** - **Resume faults** For more information on servicing panels, see *Servicing panels*.
		To enable **FAULTS**, select the check box of one or more panel rows.
6	**Owner**	Displays the owner's initials. Hover over the owner's initials to view more owner information. For more information, Owner information.
7	Owner information	Hover over the owner's initials to view the following owner information: - Owner name - Owner email address - Owner phone number - Owner address - Any comments posted on the INFO tab
8	**GROUP** column	The group that the panel connects to, and the model of the panel, displays in the **GROUP** column. For more information about groups, see *Groups page*.
		Click the group name to open the group hub. For more information about the group hub, see *Groups hub*.
9	**CREATE REPORT**	Click to create a new report for one or more selected panels. For more information about creating a report, see *Creating new reports* and *Creating a new report on the Panels page*.
		To enable **CREATE REPORT**, select the check box of one or more panel rows.
10	Blue star	A blue star marks the dealers' groups. For more information about dealers' groups, see *Dealer registration*.

11	Connection status	The **G** icon represents a GPRS or cellular connection, the **W** icon represents the Wi-Fi connection, and the **B** icon represents an Ethernet or broadband connection. The color of an icon represents the following information: - If an icon is gray, no communication channel is present. - If an icon is green, the communication channel is present and the server receives keepalive messages from the panel. - If an icon is blue, there is an open connection between the panel and the server. - If an icon is red, the communication channel is present but the server does not receive keepalive messages from the panel. - If an icon is black, keepalive messages are disabled in the panel's group. **Note:** - You can only disable keepalive messages for Neo panel groups. - The icon, **Bg**, indicates that the cellular connection is through an Ethernet board.
12	**RUN INSPECTION**	Click to create a new inspection for one or more selected panels. For more information about creating an inspection, see *Creating a remote inspection for a batch of panels* and *Scheduling a remote inspection for an individual panel*. To enable **RUN INSPECTION**, select the check box of one or more panel rows.
13	**EVENTS** column	The **EVENTS** column contains a summary of alarm and alert events. The bell symbols indicate an alarm and the warning symbol indicates an alert. The green tick indicates a no alarms or alerts. For more information on events, see Event severity in *Navigating the Events page*.
		Click the bell symbol to view a list of alarms from the panel and click the warning symbol to view a list of alerts from the panel.
		If there are no events, or all events are resolved, a green check mark displays.
14	**FAULTS** column	The **FAULTS** column displays any faults that affect the panel.
		Hover over a fault icon to see a detailed description of the fault. Click a fault to view a list of all faults from the panel.
		If a panel is marked for service, a user icon appears to left of the **FAULTS** column with the initial of the user that is assigned to service the panel. For more information about marking or reassigning a panel for service, see *Marking a panel for service in the Panels hub* and *Reassigning one or more panels that are marked for service*.
15	Search bar	In the search bar, search for a panel with the key-value pairs or by typing a search term. You can also type a search term to find a panel with private data, such as name, phone number, email address, and home address, that is available in the INFO tab of a panel in the Equipment hub.
16	Last panel viewed	Click to view the last panel viewed in the Equipment hub.
17	Billing plan button	For the IQ panels displays and sets the billing plan for the panel. For more information, see *Billing plan*. You can set up **Short view** or **Full view** for the billing plan button. For more information, see *Billing status view*.

18	**ADD PANEL**	Click to add a new panel to the server. For more information on adding a panel to the server, see *Adding panels to the server*.
19	Customer and installer apps	Click to open the customer and installer apps dialog box and perform one of the following actions: - To allow a customer to access the application by using the mobile application, turn on **User App**. - To disallow a customer to access the application by using the mobile application, turn off **User App**. - To allow an installer to access the application by using the mobile application, turn on **Installer App**. - To disallow an installer to access the application by using the mobile application, turn off **Installer App**.
20	**RI** column	The **RI** column displays the status of the last remote inspection.
		Click the RI icon to open the panel on the **REMOTE INSPECTIONS** tab in the equipment hub. For more information about **REMOTE INSPECTIONS** tab, see *Remote inspections tab*.

Related topics

Servicing panels

Adding panels to the server

Adding a panel to the server

Assigning a panel to a different group

Creating a new report on the Equipment page

Marking one or more panels for service on the Equipment page

Pushing a basic configuration to one or more panels

Reassigning one or more panels that are marked for service

Refreshing a panel configuration

Resolving faults in one or more panels

Suspending faults in one or more panels

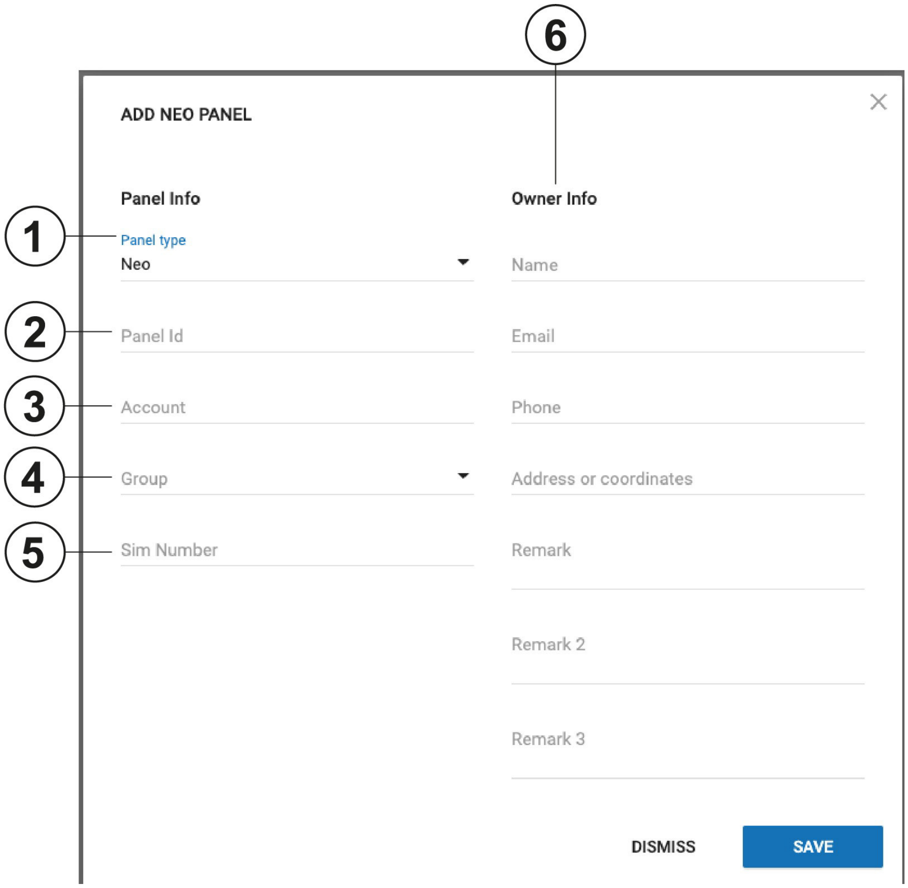
Adding panels to the server

Add a panel to the server on the **Equipment** page.

Note: By default, panels auto-enroll on the server. To disable auto-enroll, contact technical support.

To add a panel, click **ADD PANEL** on the **Equipment** page. For more information, see ADD PANEL in Navigating the Panels page.

Figure 13. ADD PANEL dialog box



In the **ADD PANEL** dialog box, enter the panel information. See the following definition list for descriptions of the dialog box fields:

Callout	Name	Description
1	**Panel type**	From the **Panel type** list, select the panel type.
2	**Panel ID**	In the **Panel ID** field, enter the panel identification number. **Note:** For Neo panels, enter the integration identification number in panel installer menu: `[851][422]`.
3	**Account**	To connect the panel to an automation or central station, enter the ID number of the automation or central station in the **Account** field.
4	**Group**	From the **Group** list, select the group that you want to associate the panel with.
5	**SIM number**	In the **SIM number** field, enter the number of the SIM card in the panel. The number is used to send a wake-up SMS to the panel. **Note:** The SIM number is equivalent to a phone number.
6	**Owner Info**	Enter the owner's information in the **Name**, **Email**, **Phone**, **Address**, and **Remark** fields. **Note:** Apart from the **Email** field, this information is stored and not used.

Adding a panel to the server

1. In the navigation pane, select **Panels**.
2. On the **Panels** page, click **ADD PANEL**.

3. Enter the required information in the **ADD PANEL** dialog box fields. For more information on the **ADD PANEL** dialog box fields, see *Adding panels to the server*.
4. Click **SAVE**.

Related topics

Servicing panels

Navigating the Equipment page

Servicing panels

You can service an individual panel in the Equipment hub, or multiple panels at once in the **Equipment** page. When servicing a panel with the **SERVICE** or **FAULTS** lists, see the following definitions:

Table 1. SERVICE or FAULTS list

Action	Description
Change Group	Move one or more panels from one group to another. For more information about groups, see *Groups page*.
Refresh State	Refresh the most up-to-date information for one or more panels, such as the faults and panel status.
Refresh Configuration	Refresh the configuration parameters of one or more panels.
Push Basic Configuration	Push a custom basic configuration to one or more panels. For more information about creating a basic configuration, see *Creating a basic configuration from an existing panel configuration*.
Trigger Discovery	Start a discovery process. During the discovery process, the server uploads configuration parameters from the panel to the server. You can also select a timeout to determine how long the discovery process runs.
Remove	Remove one or more panels from the server. **Note:** If the server is set to auto-enroll and the panel is still connected to the server, the panel enrolls again.
Mark for service	Mark one or more panels for service. If you mark a panel for service, the service icon and the user icon of the user that the task is assigned to appear in the **FAULTS** column on the **Equipment** page. The user icon features the initials of the assigned server user.
Reassign	Assign the service task of one or more panels to a different server user.
Resolve faults	Remove the service icon and user icon from one or more panels that are marked for service.
Suspend faults	Suspend a fault on one or more panels until a specified date. The fault icons become gray in the **FAULTS** column on the **Equipment** page.
Resume faults	Resume suspended faults on one or more panels.

Related topics

Navigating the Equipment page

Equipment hub

Adding panels to the server

Adding a panel to the server

Assigning a panel to a different group

Creating a new report on the Equipment page

Enabling automatic panel enrollment

Marking one or more panels for service on the Equipment page

Pushing a basic configuration to one or more panels

Reassigning one or more panels that are marked for service

[*Refreshing a panel configuration*](#)

[*Resolving faults in one or more panels*](#)

[*Suspending faults in one or more panels*](#)

Refreshing a panel configuration

1. In the navigation pane, select **Panels**.
2. Select the check box of one or more panels to refresh.
3. From the **SERVICE** list, select **Refresh configuration**.

A **Download configuration** process appears in the **MY PROCESSES** pane.

Related topics

[*Servicing panels*](#)

[*Navigating the Equipment page*](#)

Pushing a basic configuration to one or more panels

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels to configure.
3. From the **SERVICE** list, select **Push Basic Configuration**.
4. In the **PUSH BASIC CONFIG** dialog box, select a basic configuration.
5. Click **PUSH**.

Related topics

[*Servicing panels*](#)

[*Navigating the Equipment page*](#)

Assigning a panel to a different group

1. From the navigation pane, select **Panels**.
2. Select the check box of one or more panels to reassign.
3. From the **SERVICE** list, select **Change group**.
4. In the **ASSIGN PANEL TO GROUP** dialog box, select a group from the **Group** list.
5. Click **SAVE**.

Related topics

[*Servicing panels*](#)

[*Navigating the Equipment page*](#)

Reassigning one or more panels that are marked for service

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels to reassign.
3. From the **FAULTS** list, select **Reassign**.
4. In the **REASSIGN PANEL FOR SERVICE** dialog box, select a user from the **To** field.
5. Enter a comment in the **Comment** field.
6. Click **SAVE**.

Related topics

[Servicing panels](#)

[Navigating the Equipment page](#)

Marking one or more panels for service on the Equipment page

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels to mark for service.
3. From the **FAULTS** list, select **Mark for service**.
4. In the **MARK PANEL FOR SERVICE** dialog box, select a user from the **To** field.
5. Enter a comment in the **Comment** field.
6. Click **SAVE**.

Related topics

[Servicing panels](#)

[Navigating the Equipment page](#)

Resolving faults in one or more panels

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels.
3. From the **FAULTS** list, select **Resolve faults**.
4. In the **RESOLVE FAULTS** dialog box, select one or more faults to resolve.

   Note: Only resolvable faults appear.
5. Click **SAVE**.

Related topics

[Servicing panels](#)

[Navigating the Equipment page](#)

Suspending faults in one or more panels

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels.
3. From the **FAULTS** list, select **Suspend faults**.
4. In the **SUSPEND FAULTS** dialog box, select one or more faults to resolve.
5. Enter a date in the **Suspend until** field manually or with the calendar.
6. Click **SAVE**.

Related topics

[Servicing panels](#)

[Navigating the Equipment page](#)

Creating a new report on the Equipment page

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels.
3. Click **CREATE REPORT**.
4. Enter a report name in the **Report Name** field and configure the settings to define your report. For more information about report settings, see [Creating new reports](#).

5. Click **SAVE**.

   The report now appears on the **Reports** page.

Related topics

Servicing panels

Navigating the Equipment page

Accounts page

Accounts is now separated into two categories:

- Customers
- Installers

For more information, see *Accounts*.

Related topics

Customers Tab.htm

Installers page.htm

Running an inspection on the Equipment page

1. In the navigation pane, click **Panels**.
2. Select the check box of one or more panels.
3. Click **RUN INSPECTION**.
4. Click **BEGIN NOW**.

Related topics

Servicing panels

Navigating the Equipment page

Remote Inspection page

Remote inspections tab

Equipment hub

Navigating the equipment hub

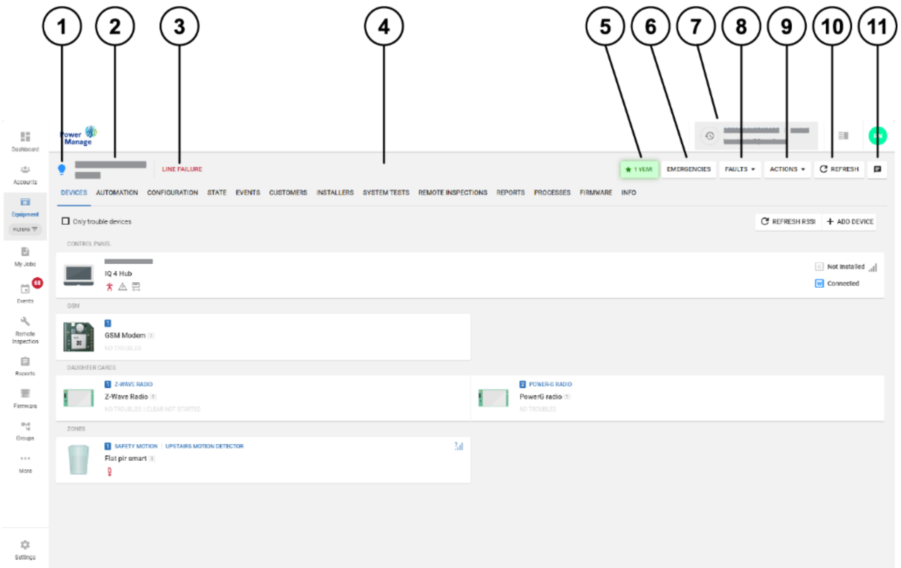
View and configure detailed information for an individual panel in the Equipment hub. For more information on viewing a panel in the Equipment hub, see *Viewing a panel in the equipment hub*.

The panel data is categorized by the following tabs. For more information, see Equipment hub tabs in *Navigating the equipment hub*.

- **OUTPUTS**: Displays, controls and configures output devices such as output, PGM, activation port and ZWave. For more information, see Output Tab.
- **DEVICES**: Manage all devices that connect to the panel. For more information, see *Devices tab*.
- **CONFIGURATION**: Configure an individual panel and its zones, outputs, communication, and user settings. For more information, see *Configuration tab*.
- **KEYPAD**: Use a virtual keypad interface. For more information, see *Keypad tab*.
- **STATE**: Arm and disarm panels and partitions. For more information, see *State tab*.
- **EVENTS**: View events related to a panel. For more information, see *Events tab*.
- **CUSTOMERS**: View and manage users for the Connect Alarm app.
- **INSTALLERS**: View and manage installers for the Alarm Install app.
- **LOGS**: View a panel's log files. For more information, see *Logs tab*.
- **REMOTE INSPECTIONS**: Manage the remote inspections for a panel. For more information, see *Remote Inspections tab*.
- **REPORTS**: View all reports that have occurred or are scheduled for a panel. For more information, see *Reports tab*.
- **PROCESSES**: View a list of all finished processes for a panel. For more information, see *Processes tab*.
- **FIRMWARE**: Upgrade an individual panel's software and its connected devices. For more information, see *Firmware tab*.
- **INFO**: View and edit general information about the panel and the customer, and leave comments about a panel. For more information, see *Info tab*.

Note: Neo and Powerseries pro (PSP) panels require activation the first time you open the panel in the Equipment hub. If the message **This panel has not been activated yet and cannot be correctly managed from PowerManager** appears below the Equipment hub tabs, click **ACTIVATE**. In the **ACTIVATE PANEL** dialog box, enter the panel's installer code in the **Installer Code** field and click **ACTIVATE**. Another method to activate Neo and Powerseries pro (PSP) panels is to connect and log on to the panel using the AlarmInstall mobile application while in **Remote mode**. For more information, refer to *Accessing an alarm panel using Remote mode* in *Alarm Install App User Guide.*

Figure 14. Navigating the equipment hub



Callout	Name	Description
1	Online status	The bulb color signifies the status of the connection between the panel and the server. Hover over the bulb to see a text description of the connection status. If the bulb is blue, the panel has open connection to the server. Commands from the server execute immediately. If the bulb is gray, keepalive messages are disabled in the group that the panel associates with. If the bulb is white with a red outline, the panel is offline. There is no open connection and the server does not receive keep alive messages from the panel. If the bulb is green, the panel is online. The server receives keep alive messages from the panel.
2	Panel name	Displays the panel name and account number of the selected panel.
3	Status stream	A stream of various statuses. The status stream may not be up-to-date if the online status bulb is not green. **Note:** A progress bar displays instead of the status stream if a discovery process is in progress.
4	Equipment hub tabs	Click a tab title to view the tab in the Equipment hub.
5	Billing plan button	The billing plan button displays the billing plan set for the panel. Click on this button to open the **Billing status** pane to set up the panel's billing plan. For more information, see *Billing plan*.
6	EMERGENCIES	Select from 3 emergency events on the panel to create a real event: - Fire - Panic - Emergency alarm

7	FAULTS	To perform an action on the panel, from the **FAULTS** list, select one of the following options: - **Mark for service**: Select to mark a panel for service. - **Reassign**: Select to assign the service task to a different server user. - **Resolve faults**: Select to remove the service icon and user icon from a panel that is marked for service. The fault is now resolved. - **Suspend faults**: Select to suspend a fault until a specified date. The fault icons become gray in the **FAULTS** column. - **Resume faults**: Select to resume suspended faults.
8	Last viewed panel	Click to view the last viewed panel in the Equipment hub. Displays panel ID and primary user of the panel. 'Unassigned' is displayed when primary user is not defined.
9	ACTIONS	To perform an action on the panel, from the **ACTIONS** list, select one of the following options: - **Customer App**: The user can access the panel using the customer mobile app. - **Installer App**: The installer can access the panel using the installer mobile app. - **Trigger Discovery**: Start a discovery process. During the discovery process, the server uploads configuration parameters from the panel to the server. - **Edit**: Click to edit the panel information. You can edit the panel account number, group, client type, and SIM number. - **Remove**: Click to remove the panel from the server. - **BBA/GPRS Encryption**: Slide to the right to force encryption communication when using this channel. It can be disabled when there is no communication, for example after defaulting a panel. - **Working Key**: Encryption keys secure the communication between PowerManage and IQ panels. All IQ panels are released from manufacturer with a default encryption key that PowerManage changes to a unique working key, for each panel, when you enroll the panel on PowerManage. If enrolled IQ panel is factory reset, you need to disable the working key to restore communication between the panel and PowerManage. After first communication between the panel and PowerManage, the **Working Key** option enables automatically. **Note:** This option is only available for IQ panels. - **Read Diagnostic**: Reads the power statistics of the panel. To view the results when the process finishes, select the control panel in the DEVICES tab and then select the DIAGNOSTICS tab in the pane to the right. **Note:** This option is available for Neo and PSP panels only.
10	REFRESH	Click to receive a reading of the latest status change in the panel
11	REMARK	Add and remove comments about the selected panel

Related topics

[Marking a panel for service in the equipment hub]

[Reassigning a panel for service in the equipment hub]

Resolving faults in a panel in the equipment hub

Resuming faults in a panel in the equipment hub

Suspending faults in a panels in the equipment hub

Viewing a panel in the equipment hub

Viewing a panel in the equipment hub

1. In the navigation pane, click **Equipment**.
2. On the **Equipment** page, navigate to the panel to view and click the panel name in the **PANEL** column.

Related topics

Navigating the equipment hub

Marking a panel for service in the equipment hub

1. Click the panel name in the **PANEL** column on the **Equipment** page to open a panel in the Equipment hub.
2. Select **Mark for service** from the **SERVICE** list.
3. Select a user from the **To** list in the **MARK PANEL FOR SERVICE** dialog box.
4. Enter a comment in the **Comment** field.
5. Click **SAVE**.

Related topics

Navigating the Equipment hub

Reassigning a panel for service in the equipment hub

1. Click the panel name in the **PANEL** column on the **Equipment** page to open a panel in the Equipment hub.
2. Select **Reassign** from the **SERVICE** list.
3. Select a user from the **To** list in the **REASSIGN PANEL FOR SERVICE** dialog box.
4. Enter a comment in the **Comment** field.
5. Click **SAVE**.

Resolving faults in a panel in the equipment hub

1. Click the panel name in the **PANEL** column on the **Equipment** page to open a panel in the Equipment hub.
2. Select **Resolve faults** from the **SERVICE** list.
3. Click one or more faults to resolve in the **RESOLVE FAULTS** dialog box.

   Note: Only resolvable faults appear.
4. Click **SAVE**.

Related topics

Navigating the Equipment hub

Suspending faults in a panel in the equipment hub

1. To open a panel in the Equipment hub, on the **Equipment** page, click the panel name in the **PANEL** column.
2. From the **SERVICE** list, select **Suspend Faults**.
3. In the **SUSPEND FAULTS** dialog box, click one or more faults to resolve, or select the **All** check box to select all of the faults.
4. Enter a date in the **Suspend until** field manually or with the calendar.
5. Click **SAVE**.

Related topics

Navigating the Equipment hub

Resuming faults in a panel in the equipment hub

1. To open a panel in the Equipment hub, on the **Equipment** page, click the panel name in the **PANEL** column.
2. From the **SERVICE** list, select **Resume faults**.
3. In the **RESUME FAULTS** dialog box, click one or more faults to resume.
4. Click **SAVE**.

Related topics

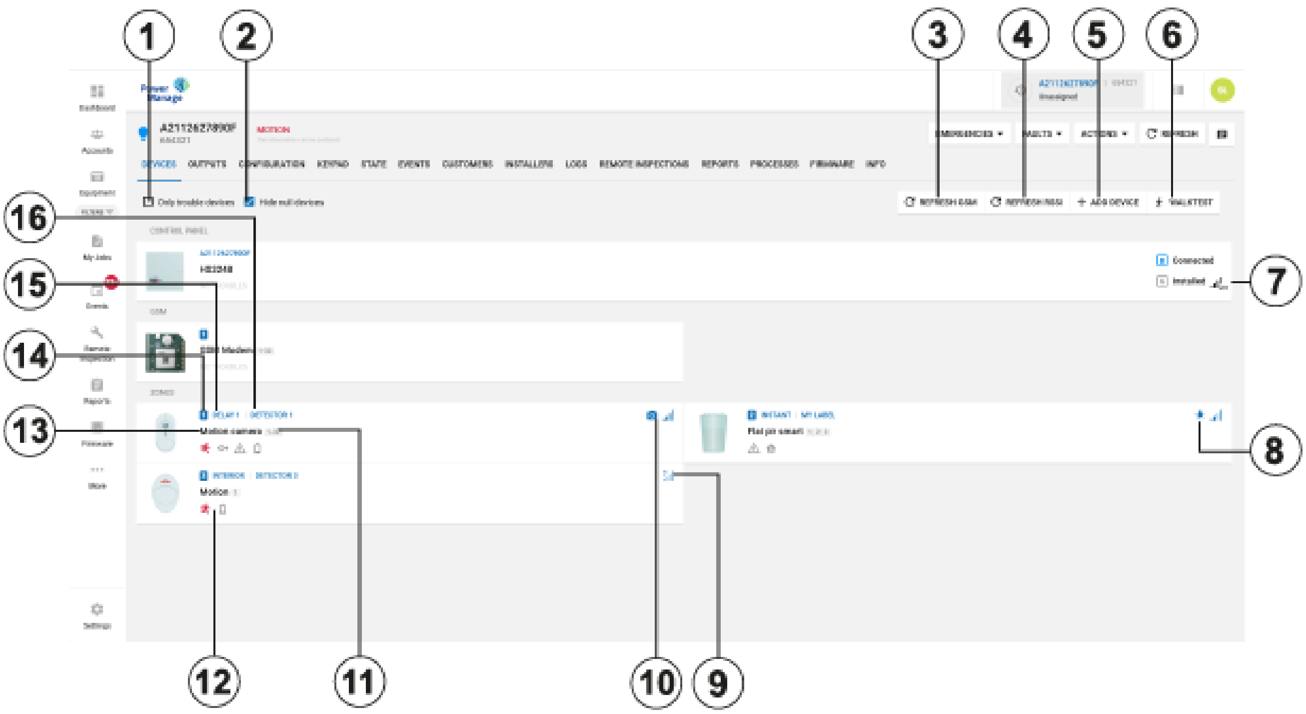
[Navigating the Equipment hub](#)

Devices tab

Navigating the Devices tab

Manage all devices that connect to a panel on the **DEVICES** tab.

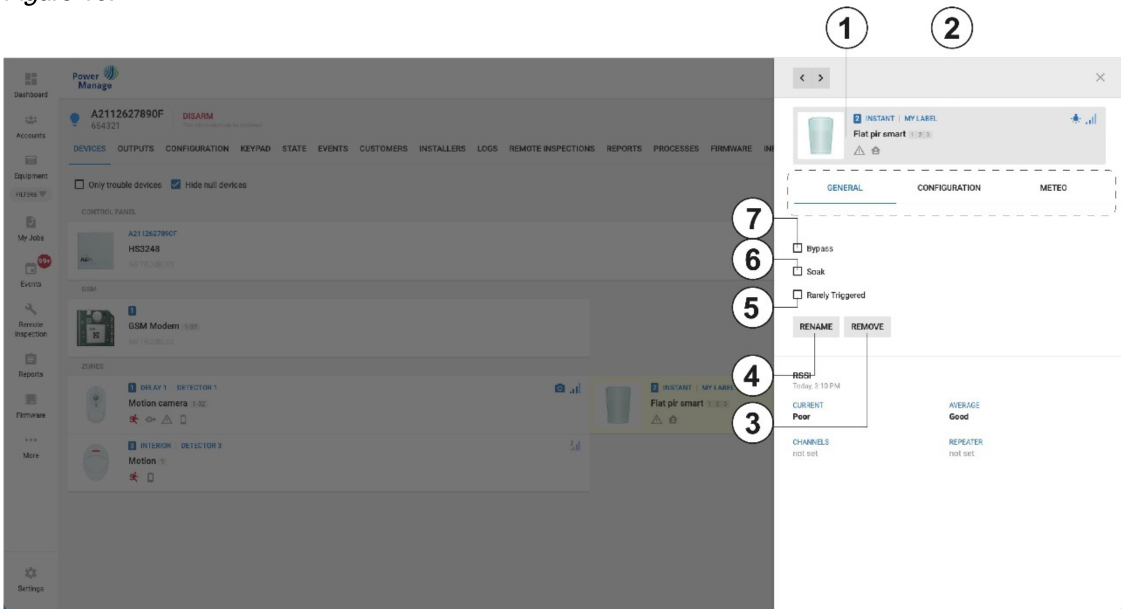
Figure 15. Navigating the DEVICES tab



Callout	Name	Description
1	Troubles check box	To only display devices with troubles, select the **Only trouble devices** check box.
2	Hide null devices	To hide devices with no functionality, check box. **Note**: This icon is only displayed after receiving a temperature or light data report.
3	REFRESH GSM	Click to see GSM/cellular signal strength of panels.
4	REFRESH RSSI	To refresh the Received Signal Strength Indication (RSSI) for the panel and its connected devices, click **REFRESH RSSI**. There are two types of radio frequencies: GPRS connects the panel to the server with a cellular modem and PowerG connects wireless devices to the panel.
5	ADD DEVICE	Click to pre-enroll a new wireless device on the panel with the device enrollment ID and zone number.
6	WALK TEST	Click to perform a walk test on all eligible devices. A walk test discovers if wireless stationary devices are operational and reporting event information to the panel. For more information, see *Performing a walktest on all eligible devices*.
7	Panel RSSI	Displays the Received Signal Strength Indication of the panel's cellular connection. **Note:** The **?** icon indicates that no RSSI measurement exists, see callout 9.
8	Smart sensing	The smart sensing icon indicates that the device has smart temperature and light sensing features. If the device has the smart sensing icon, you can view temperature and light readings on the METEO tab. For more information, see *Temperature and light readings on the METEO tab*.

9	RSSI level	Displays the Received Signal Strenth Indication (RSSI) of the RF PowerG connection. The **?** icon indicates that no RSSI measurement exists. To refresh this level, press the **REFRESH RSSI** button.
10	Camera	The camera icon indicates that the device has video capabilities and you can view the device's video footage in the examination pane.
11	Partition	Displays the partition that the device is in.
12	Trouble icons	Displays all of the troubles that affect the device. Hover over an icon to see a description of the trouble.
13	Device type	Displays the device type. Examples of device types are contact, LCD keypad, and motion outdoor camera.
14	Device number	The device number refers to the zone number for a sensor and the index number for infrastructural devices, such as a keypad, siren, or repeater.
15	Device zone type	Displays the device's zone type. Examples of zone types are perimeter, home delay, interior follow, or fire.
16	Location	Displays the location of the device. **Note:** For PowerMaster panels, the location of zoned devices displays. For Neo/PSP panels, the label of the device displays.

Figure 16.



Callout	Name	Description
1	Examination pane	The examination pane appears when you select a device on the **DEVICES** tab.
2	Examination pane tabs	Depending on a device's features, the examination pane displays interactive tabs for the device.
		GENERAL: View general information about the device and perform general tasks on the **GENERAL** tab. On the **GENERAL** tab, you can view or refresh RSSI information, rename or remove a device, bypass or soak a device, and mark a device as rarely triggered. For the IQ panels, the **GENERAL** tab displays the following commands. • **Panel log**: Sends the log file to the IQMS server for debugging purposes, click **DOWNLOAD LOG**. **Note:** Only Johnson Controls technical support can access IQMS server. • **Reboot**: If you need to restart the panel, click **SEND**. • **Engineering reset**: To meet the Grade 2 EN standards, installer must acknowledge panel's alarms and troubles, otherwise the end user cannot arm the system. To acknowledge alarms and troubles, click **SEND**.
		CONFIGURATION: On the **CONFIGURATION** tab, you can view and edit device configuration settings, such as the location, RFID number, enrollment method, zone type, chime and subtype. To ensure the information is up-to-date, click **REFRESH**. If no configuration is available, click **DOWNLOAD NOW**.
		VIDEO ON DEMAND: Appears if the device has video capturing capabilities. To view the video footage of video on demand device, click the **VIDEO ON DEMAND** tab. For more information, see *Using the video on demand tab*.
		PARENT: Appears if an auxiliary device is wired to a parent device. To view the parent device, click the **PARENT** tab. For more information, see *Using the PARENT and CHILDREN tabs*.
		CHILDREN: Appears if a parent device connects to an auxiliary wired device. To view the child device or devices, click the **CHILDREN** tab. For more information, see *Using the PARENT and CHILDREN tabs*.

		METEO: Appears if a device has smart sensing features. To view the temperature and light data of a smart detector, click the **METEO** tab. To find the smart sensing icon, see Smart sensing. For more information on the **METEO** tab, see *Temperature and light readings on the METEO tab*.
		FIRMWARE: Displays the relevant firmware upgrades that are available.
		CONNECTION STATUS: Displays the status of the IP and cellular communication channels.
		DIAGNOSTIC: Displays the power statistics of the panel. To refresh this information, open the panel in the Equipment hub, click **ACTIONS**, then click **Read Diagnostic**. For more information, see **ACTIONS** in *Navigating the equipment hub*. **Note**: The DIAGNOSTIC tab feature is available for Neo and PSP panels only.
		TEMPERATURE/LIGHT STATISTIC: View all the previous temperature and light measurements of a device. This feature is only available for smart devices that can sense temperature and light. To enable temperature and light recording, see Enabling or disabling temperature and light statistics for a group of panels with smart devices.
3	REMOVE	Click to remove a device from the panel.
4	RENAME	Click to rename a device. **Note:** For PowerMaster panels the name saves on the server. For Neo and PSP panels the name saves as a label in the panel.
5	Rarely triggered	Device inactivity causes a remote inspection test to fail. If a device is not expected to trigger often, select the **Rarely Triggered** check box. **Note:** For more information on remote inspections, see *Remote inspections tab*.
6	Soak	To put a device in a soak state in order to monitor for false alarms, select the **Soak** check box. A device that is in a soak state does not create an alarm but a soak event.
7	Bypass	To disable a device from triggering an alarm, select the **Bypass** check box. The device is not bypassed after the next arm or disarm state change.

Related topics

Equipment hub

Adding a wireless device to a panel

Bypassing, soak testing, and marking a device as rarely triggered

Editing the configuration of a device

Performing a walk test on all eligible devices

Refreshing the Received Signal Strength Indicator of a panel

Renaming or removing a device

Temperature and light readings on the METEO tab

Using the VIDEO ON DEMAND tab

Viewing device video footage

Viewing all devices with troubles in a panel

Viewing device smart temperature and light readings

Using the PARENT and CHILDREN tabs.

Adding a wireless device to a panel

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. Click **ADD DEVICE**.
3. Enter the enrollment identification number in the **Enrollment ID** field.

   Note: The device ID is on the device's label, written in the following format: **ID: XXX-XXXX**. The first three digits of the identification number indicate the device type and the remaining four digits are unique to the device.

4. Enter the desired zone number or the device number.
5. Click **ADD**.

The device is now pre-enrolled. To complete the enrollment process, refer to the device manual.

Related topics
Devices tab
Equipment hub

Refreshing the Received Signal Strength Indicator of a panel

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. Click **REFRESH RSSI**.

Related topics
Devices tab
Equipment hub

Viewing all devices with troubles in a panel

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. Select the **Show devices with troubles** check box.

Related topics
Devices tab
Equipment hub

Performing a walktest on all eligible devices

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. Click **WALKTEST** to view the devices that are eligible for a walk test.

   Note: To return to the **DEVICES** tab, click **DIAGNOSTICS**.
3. Click **START WALKTEST**.

   Note: When you click **START WALKTEST**, the walktest begins and this button changes to **STOP WALKTEST**. To stop a walktest click **STOP WALKTEST**.

Note: The **?** icon beside each device indicates the device has not yet passed the walktest. When the device triggers, the **?** icon disappears to indicate that the device passes the test.

Important:

- Neo panel walktests ends if you click **STOP WALKTEST** or the test times out.
- PowerMaster panel walktests ends if all sensors are activated or the test times out.

Related topics
Devices tab
Equipment hub

Bypassing, soak testing, and marking a device as rarely triggered

1. click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. select the device to bypass, soak test, or mark as rarely triggered in the **DEVICES** tab.
3. On the **GENERAL** tab in the examination pane, select one of the following check boxes to perform the action:
   - **Bypass**
   - **Soak**
   - **Rarely Triggered**

Related topics
Devices tab

Equipment hub

Renaming or removing a device

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. Click the device to rename or remove on the **DEVICES** tab.
3. From the **GENERAL** tab in the examination pane, select one of the following options:
   - Click **RENAME** and enter a new device name in the **Name** field.
   - Click **REMOVE**.
4. To confirm, click **RENAME** or **REMOVE**.

Related topics
Devices tab
Equipment hub

Editing the configuration of a device

1. To open a panel in the Equipment hub, on the **Panels** page, click the panel name in the **PANEL** column.
2. On the **DEVICES** tab, select a device to configure.
3. To view the device configuration settings in the examination pane, click the **CONFIGURATION** tab. To ensure the configuration is up-to-date, click **REFRESH**. If there is no configuration information, click **DOWNLOAD NOW** to download the most recent configuration data from the device.
4. Edit the required settings. To undo a change, click the undo arrow to the left of the field.
5. To upload the configuration changes to the panel, click **UPLOAD**. **UPLOAD** appears above the configuration when you edit at least one field.

Related topics
Devices tab
Equipment hub

Using the Video on demand tab

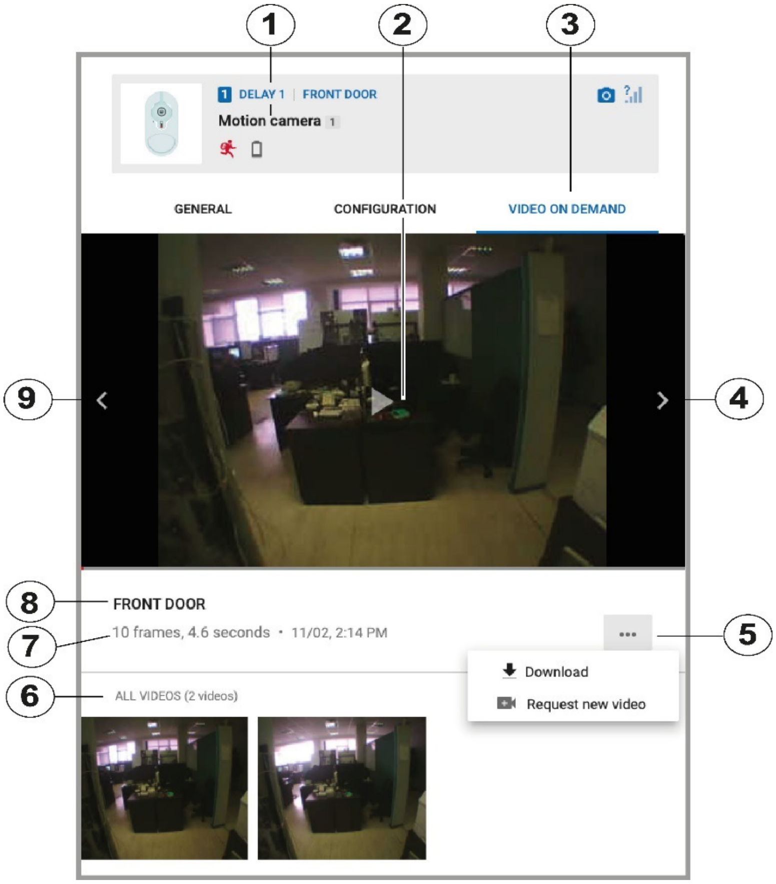
Note: The following panel setups have video on demand capabilities:

- All PowerMaster panels
- PSP panels with software 1.0, 1.1, and 1.2 that have a FIBRO connection
- PSP panels with software version 1.3 and later that have an ITv2 connection

To view device video on demand in the **VIDEO ON DEMAND** tab, on the **DEVICES** tab, select a device with the camera icon. For more information, see camera in Navigating the Devices tab.

- For more information on changing the video on demand settings for all devices with video, see **CONFIGURATION** tab.
- For more information on changing the video on demand settings for an individual device with video, see the **CONFIGURATION** tab of the device on the **DEVICES** tab.

Figure 17. Navigating the VIDEO ON DEMAND tab



Callout	Name	Description
1	Device type	Displays the name of the device, remaining battery life, and ****
2	Play button	Click to play the video and enlarge the screen.
3	VIDEO ON DEMAND	Click to open the **VIDEO ON DEMAND** tab.
4	Forward skip arrow	Click to skip forward one frame,
5	Actions Menu	Click to display **DOWNLOAD** and **REQUEST NEW VIDEO** tabs.
		DOWNLOAD: Click to download the video locally.
		REQUEST NEW VIDEO: Click to record new video footage.
6	All Videos	Video on Demand clips can be viewed here.
7	Frames and time	Displays the number of frames and the total duration of the video.
8	Location and time	Displays the time the event occurs and the location of the device.
9	Back skip arrow	Click to skip backwards one frame.

Related topics

[Devices tab]

[Equipment hub]

Viewing device video footage

For more information about the **VIDEO ON DEMAND** tab, see *Using the video on demand tab*.

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. On the **DEVICES** tab, select a device that contains the video footage to view. A camera icon indicates that a devices has video capabilities. For more information, see camera in Navigating the Devices tab.
3. On the **VIDEO ON DEMAND** tab in the examination pane, click the play button in the center of the image to play the last recorded video.

   Note: To view the footage frame by frame, click the left and right arrows on the video.

   Related topics

   Devices tab

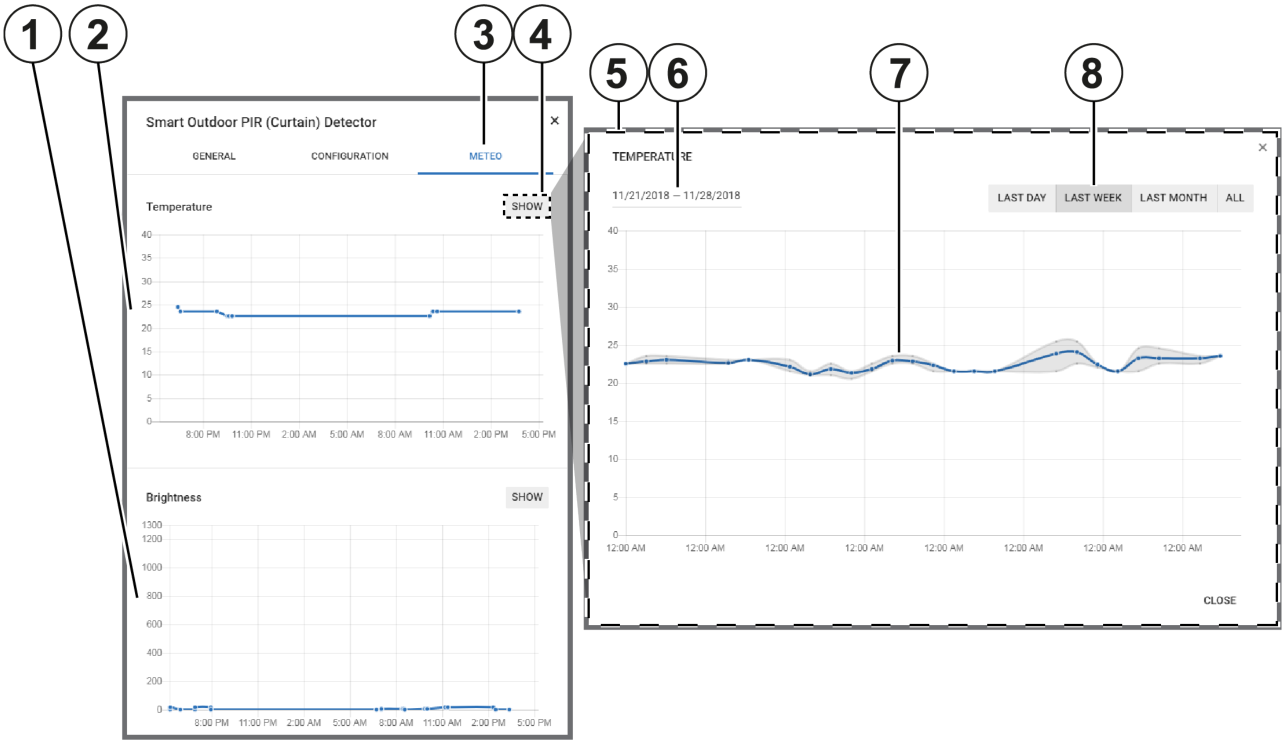
   Equipment hub

Temperature and light readings on the METEO tab

View temperature and light readings from smart detectors on the **METEO** tab.

To find the **METEO** tab, in the **DEVICES** tab, select a smart detector and in the examination pane, click **METEO**. You can only open devices with the smart sensing icon in the **METEO** tab. For more information, see smart sensing in Navigating the Devices tab.

Figure 18. Navigating the METEO tab



Callout	Name	Description
1	Brightness graph	View the brightness readings over a period of time. The x-axis represents the selected time period and the y-axis represents the brightness in lumens.
2	Temperature graph	View the temperature readings over a period of time. The x-axis represents the selected time period and the y-axis represents the temperature in degrees Celsius.
3	METEO tab	Click to open the **METEO** tab.
4	SHOW	Click to view a more detailed graph.
5	Detailed graph	A more detailed version of the graph. Change the y-axis with a preset time period or manually change it to a custom time period. For more information, see Statistical period and Custom statistical period.
6	Custom statistical period	Click to enter custom time period dates that change the x-axis of the graph.
7	Graph line	Each point on the graph has multiple readings. The gray lines represent the minimum and maximum readings and the blue line is the average reading.
8	Statistical period	To change the x-axis of the graph with a preset time, click **LAST DAY**, **LAST WEEK**, **LAST MONTH**, or **ALL**.

Related topics

[*Devices tab*]

[*Equipment hub*]

Viewing device smart temperature or light readings

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. On the devices tab, select a device that contains the smart temperature or light readings to view. A light bulb icon indicates that a device has smart temperature or light readings. For more information, see Smart sensing in [Navigating the Devices tab].

3. On the **METEO** tab in the examination pane, click **SHOW** to view either the **Temperature** or **Brightness** graph in detail.

   Note: If the METEO tab does not display, you must enable it. For more information, see *Temperature and light readings on the METEO tab*.

4. Select the time period to view in the examination pane by using one of the following methods:
   - To view preset time periods in the examination pane, click **LAST DAY**, **LAST WEEK**, **LAST MONTH**, or **ALL**.
   - To manually enter a time period, click the date field.

Note: The blue line indicates the average light or temperature value and the gray lines indicate the maximum and minimum values.

Related topics

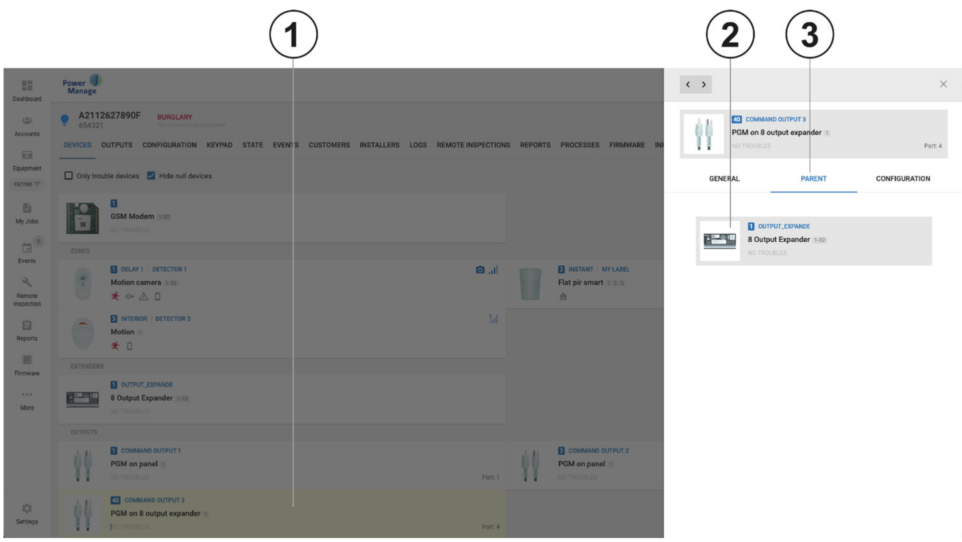
Devices tab

Equipment hub

Using the Parent and Children tabs

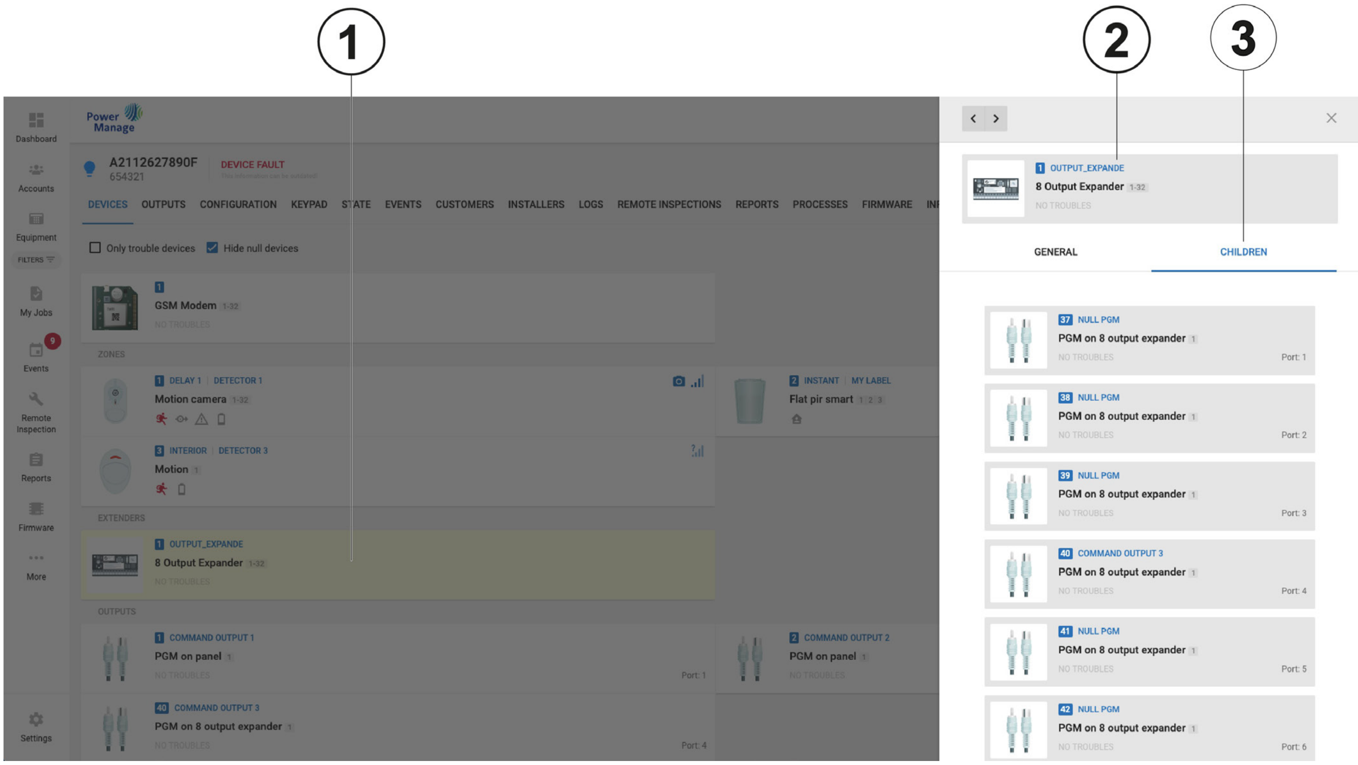
If a device has other devices connected to it, the connected device appears in the examination pane on the **PARENT** and **CHILDREN** tabs on the **DEVICES** tab in the Equipment hub. The **PARENT** tab appears in the examination pane if an auxiliary device is wired to a wireless parent device. Similarly, the **CHILDREN** tab appears if a wireless parent device connects to one or more auxiliary wired devices.

Figure 19. Using the PARENT tab



Callout	Name	Description
1	Child device	The selected device is yellow. Click to open the selected device in the examination pane. **Note:** If hide null devices is checked and the device is null then it is not shown.
2	Parent device	The parent device of the selected device appears in the examination pane.
		Click to open the parent device in the examination pane.
3	PARENT tab	Appears if an auxiliary device is wired to a wireless parent device. To view the parent device, in the examination pane, click the **PARENT** tab.

Figure 20. Using the CHILDREN tab



Callout	Name	Description
1	Parent device	Click to open the required device in the examination pane. When selected, the device has a yellow background.
2	Child devices	Any child devices of the selected parent device appear in the examination pane on the **CHILDREN** tab.
		Click a child device to open it in the examination pane.
3	CHILDREN tab	Appears if a wireless parent device connects to one or more auxiliary wired devices. To view the child device or devices, in the examination pane, click the **CHILDREN** tab.

Related topics

Devices tab

Equipment hub

Editing the configuration of a device

Temperature and light readings on the METEO tab

Using the VIDEO ON DEMAND tab

Outputs or Automation tab

Note: Label of this tab may be **Outputs** or **Automation** depending on the **Display Z-Wave and PowerG+ devices** option.

For more information, see *Resolve tab*.

The OUTPUTS tab displays all the output devices including output, PGM, activation ports and Z-Wave.

The AUTOMATION tab displays all the panel’s Z-Wave and PowerG+ automation devices.

In this tab the devices can be:

• Viewed

• Controlled - Turned on or off. You can enable PowerMaster devices to turn on for specified time periods.

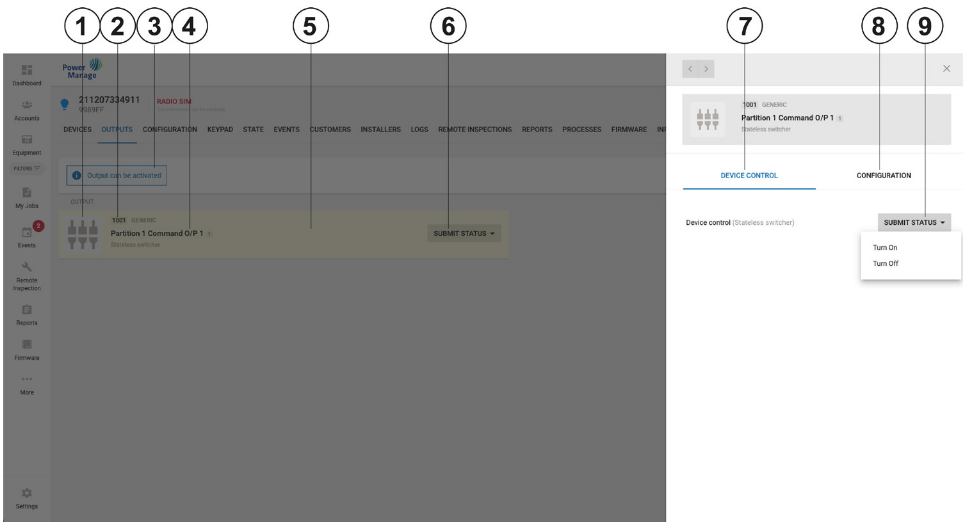
• Configured – set icon and label

You can only control the devices for defined time periods after an alarm event. To define this time period:

1. Click **Settings**.
2. Click **RESOLVE**.
3. Click **Automation Activation settings**.

Note: In DSC panels the output needs to be configured as command output 1-4 ([*]→[009]→121-124) and the created devices are as follows: X00Y, when X is the number of output 1-4 and Y is the associated partition number of the output device. For example, if two physical output devices are configured as output 1 and assigned to three partitions 1, 2 and 3, then 3 output devices are created called 1001, 1002, and 1003. Each such output device controls the two physical output devices.

Figure 21. Output tab



Callout	Name	Description
1	Output Icon	Describes the output functionality. It can be set in **CONFIGURATION** (callout 8)
2	Output number	Unique output number. In DSC panels 1001 means first output (121) partition 1.
3	Control status	Most of the time it says in red ‘Output can be only activated during 5 minutes since alarm received’. After an alarm there is a blue comment saying outputs can be activated.
4	Output label	Output label which can be set in CONFIGURATION.
5	Output row	Each PowerManage output device gets one row.
6	SUBMIT STATUS	After alarm event the pull down button can control the output state.
7	DEVICE CONTROL	When selecting an output row a dialog appears with **DEVICE CONTROL** tab with the ability to turn on/off the output device after an alarm.
8	CONFIGURATION	When selecting an output row a dialog appears with **CONFIGURATION** tab with the ability to define icon and label.
9	SUBMIT STATUS	In **DEVICE CONTROL** tab after an alarm event the pull down button can control the output state.

Configuration tab

Navigating the Configuration tab

Configure an individual panel and its zones, outputs, communication, and user settings on the **CONFIGURATION** tab. You can also save a panel configuration as a basic configuration that you can push to multiple panels.

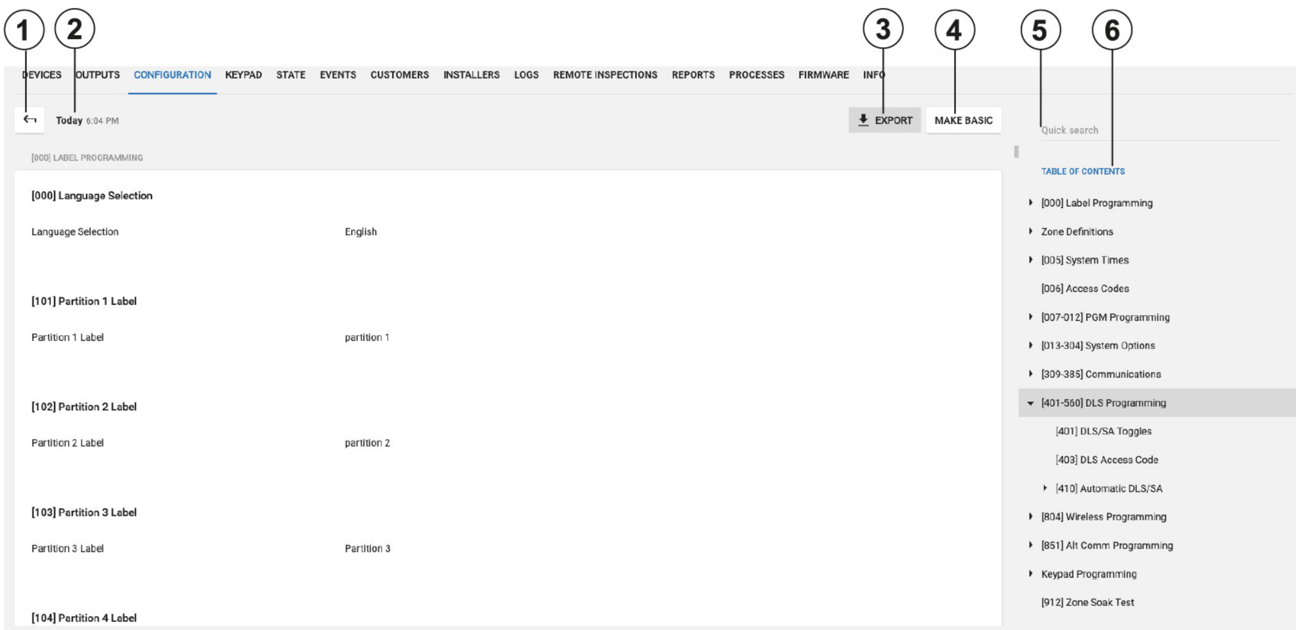
To view a configuration on the **Configuration** tab, select a configuration from the current and previous panel configurations list. For more information, see *Current and previous panel configurations list*.

You can only edit a configuration if it is the current configuration. For information on changing the configuration settings, see *Editing the configuration settings of an individual panel*.

You can only download a panel configuration if the panel is connected to the server. The blue bulb indicates if the panel is connected. For more information, see Online status in *Navigating the equipment hub*.

For information about pushing a basic configuration to one or more panels, see *Pushing a basic configuration to one or more panels*.

Figure 22. Navigating the Configuration tab



Callout	Name	Description
1	Return	Click to return to list of configurations.
2	Configuration date	Each configuration download is distinguished by the date of download.
3	EXPORT	Saves the configuration in CSV format on a local disk.
4	MAKE BASIC	Click to make the configuration a basic configuration that you can push to other panels. Find the basic configurations on the **Basic configurations** page in the **System** drop-down list. For more information, see *Basic configurations page*. For more information about making a basic configuration, see *Creating a basic configuration from an existing panel configuration*.
5	Quick search	Filter the configuration to return only values that contain the search term.
6	TABLE OF CONTENTS	Use the table of contents to navigate the configuration quickly. The table of contents is categorized and expandable.

Related topics

Equipment hub

Devices tab

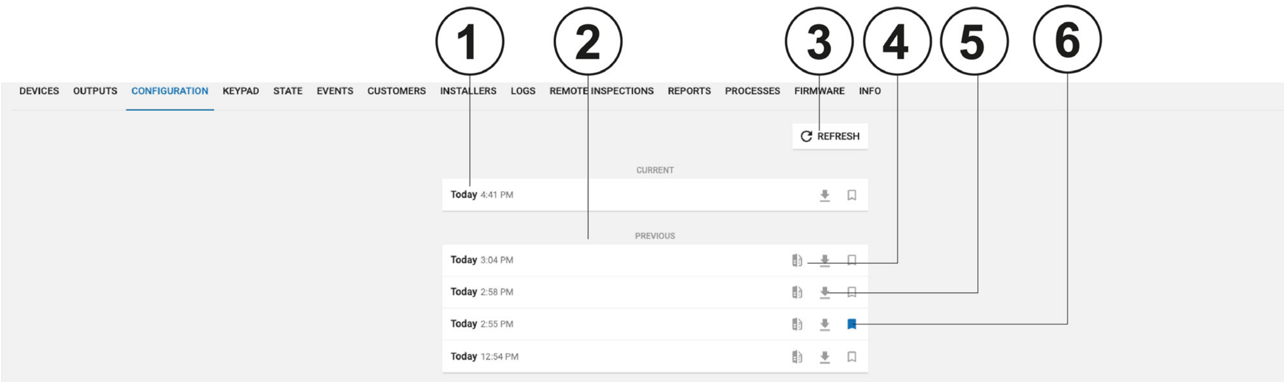
[Creating a basic configuration from an existing panel configuration](#)
[Current and previous panel configurations list](#)
[Editing the configuration settings of an individual panel](#)
[Synchronizing a the configuration of an individual panel](#)

Current and previous panel configurations list

View and edit up to eight panel configurations for an individual panel in the configurations list. The configurations are ordered by the date of download. Select a configuration to view it in the **CONFIGURATION** tab. For more information, see *Configuration tab*.

If a panel is newly registered on the server, click **DOWNLOAD NOW** to download the panel configuration to the server.

Figure 23. Navigating the panel configurations list



Callout	Name	Description
1	Current configuration	You can edit the current configuration only. Click to view or edit.
2	Previous configurations	View seven previous configurations in the **PREVIOUS** list. If you download a new configuration, it overwrites the oldest configuration in the **PREVIOUS** list. To ensure a configuration is not overwritten, click the bookmark icon.
3	REFRESH	Click to refresh the configurations list.
4	Compare configuration	Click to compare the configuration with the current configuration.
5	EXPORT	Click to save the configuration on a local disk in CSV format.
6	Bookmark	To ensure a configuration from the **PREVIOUS** list is not overwritten by new configurations, click the bookmark icon. You can only save seven previous configurations at a time from the **PREVIOUS** list.

Related topics

[Configuration tab](#)
[Creating a basic configuration from an existing panel configuration](#)
[Editing the configuration settings of an individual panel](#)
[Synchronizing a the configuration of an individual panel](#)
[Devices tab](#)

Creating a basic configuration from an existing panel configuration

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. click **REFRESH** from the **CONFIGURATION** tab to synchronize the panel and the server.

   Important: Click **REFRESH** in the **CONFIGURATION** tab, not **REFRESH** above the Equipment hub tabs.

3. From the **CURRENT** list, select the current panel configuration.
4. Click **MAKE BASIC**.
5. Select the check boxes of the settings to include in the basic configuration.
6. Click **CREATE**.
7. Enter a unique name in the **Basic configuration name** field.
8. Click **SAVE**.

Related topics

Configuration tab

Creating a basic configuration from an existing panel configuration

Current and previous panel configurations list

Editing the configuration settings of an individual panel

Synchronizing the configuration of an individual panel

Devices tab

Synchronizing the configuration of an individual panel

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. Click **REFRESH** from the **CONFIGURATION** tab.

Related topics

Configuration tab

Creating a basic configuration from an existing panel configuration

Current and previous panel configurations list

Editing the configuration settings of an individual panel

Devices tab

Editing the configuration settings of an individual panel

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. click **REFRESH** to synchronize the panel and the server from the **CONFIGURATION** tab.

   Note: If there is no refresh option, select **DOWNLOAD NOW**.
3. From the **CURRENT** list, select the current panel configuration.
4. Make the required changes and select the **Show only changed** check box to review your changes.
5. Click **UPLOAD**.

Related topics

Configuration tab

Creating a basic configuration from an existing panel configuration

Current and previous panel configurations list

Synchronizing the configuration of an individual panel

Devices tab

Keypad tab

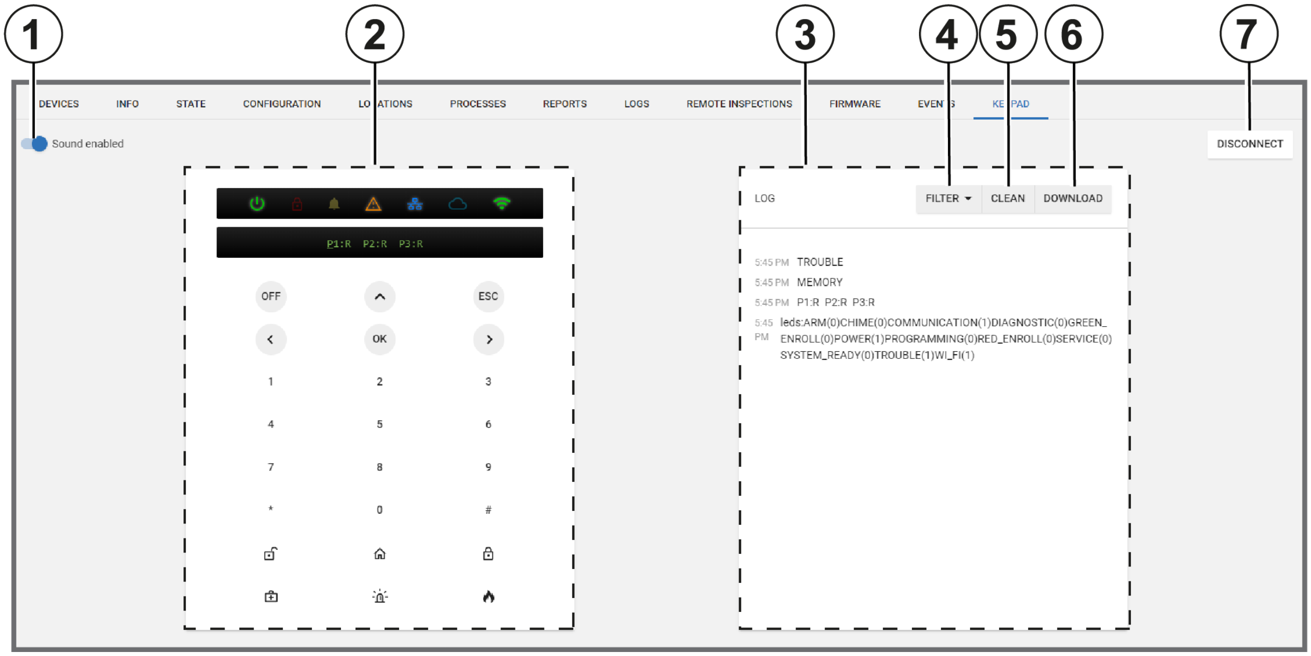
To connect to a physical keypad, complete the following steps:

1. Open a virtual keypad on the **KEYPAD** tab.
2. Click **CONNECT NOW**.

Important: Click **DISCONNECT** after you use the virtual keypad to disconnect from the physical keypad. If you do not disconnect, a communication backlog occurs and no other virtual keypad can connect.

Note: You can use the virtual and physical keypads simultaneously with Visonic panels. If you activate a Neo or PSP virtual keypad, the physical keypad deactivates.

Figure 24. Navigating the KEYPAD tab



Callout	Name	Description
1	Sound toggle	Turn on **Sound enabled** to enable the sound of keypad notifications.
2	Virtual keypad	The virtual keypad mirrors the keypad buttons and the live LED and LCD display of the physical keypad. The LED display features the power status, trouble status, WAN, and WiFi connectivity icons.
3	Log	The log file records all messages between the keypad and the panel.
4	FILTER	To show only a specific category of message, from the **FILTER** list, select any of the following options: - **Key**: Display messages related to key presses only - **Leds**: Display messages related to LED status only - **Text**: Display messages related to LED text only
5	CLEAN	Click to erase the log.
6	DOWNLOAD	Click to download the log locally.
7	DISCONNECT	Click when you finish using the virtual keypad. Some physical keypads cannot function when the virtual keypad is connected.

Related topics

[Devices tab]()

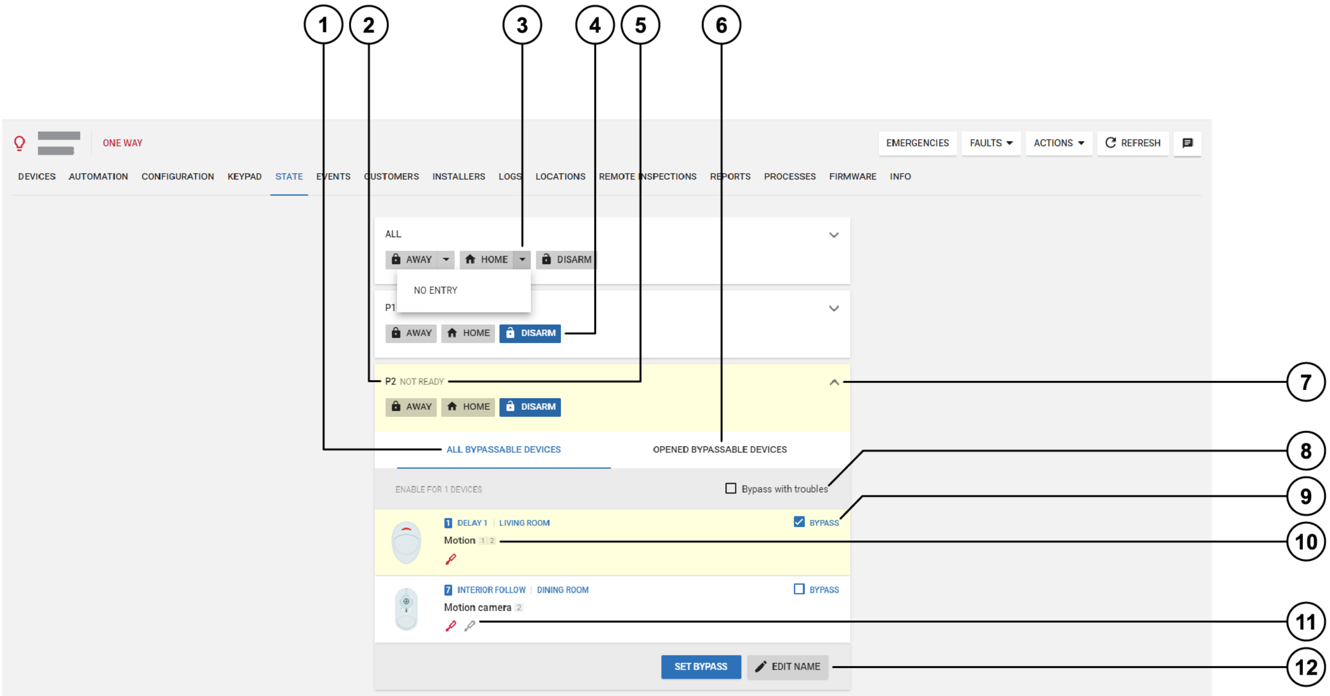
[Equipment hub]()

State tab

Use the **STATE** tab to arm and disarm panels and partitions.

Note: The Neo panel's **STAY** arm feature and Visonic panel's **HOME** arm feature have the same function but different names. Visonic panels do not have the **NIGHT** arm feature.

Figure 25. Navigating the STATE tab



Callout	Name	Description	
1	ALL BYPASSABLE DEVICES	Lists all devices that can be bypassed.	
2	Partition	Displays the name of the partition. To change the arm or disarm state for a partition, click **AWAY**, **NIGHT**, **STAY**, or **DISARM**. **Note:** The **All** row always appears first in the list. Use the **All** row to change the state of all partitions in the panel at once.	
3	Arming options	The **STAY/HOME** and **AWAY** buttons have arming sub-options. To view the sub-options list, click the drop-down arrow. You can select **NO ENTRY** and **NO EXIT** from the **STAY** list, and **NO ENTRY** from the **AWAY** list. For the system to alarm when someone enters the perimeter, select **NO ENTRY**. For the system to alarm when someone exits the perimeter, select **NO EXIT**.	
4	Arm state	The active state is blue.	
5	States	READY	Indicates a ready or armed state.
		NOT READY	Indicates a not ready state. You cannot arm the panel until the panel is in a ready state. To return a panel to a ready state, ensure that all sensors are physically closed. Doors and windows are examples of zones that can physically close. If the issue is not physical, select the **OPENED BYPASSABLE DEVICES** tab check box to see all of the devices with troubles in the examination pane and select the **BYPASS** check box to bypass devices with troubles.
6	OPENED BYPASSABLE DEVICES	Lists all devices that can be bypassed and are in open or alarmed status.	
7	Selected partition	Click the down arrow to view the partition information. **Note:** Partitions appear on the **STATE** tab if they are enabled in the panel.	

8	Bypass with troubles	Select the check box to check all bypassable devices that have trouble.
9	BYPASS	Select to bypass a device. If a panel is in a not ready state, bypass any troubled devices to return it to a ready state: - Tick the BYPASS box and press the SET BYPASS button. The system bypasses the device until the next arm or disarm state change.
10	Associated partitions	A list of all of the partitions that associate with the device
11	Trouble icons	Displays the types of troubles that affect the device. Hover over an icon to see a description of the trouble.
12	EDIT NAME	Click to edit the partition name.

Related topics

[Devices tab]

[Bypassing, soak testing, and marking a device as rarely triggered]

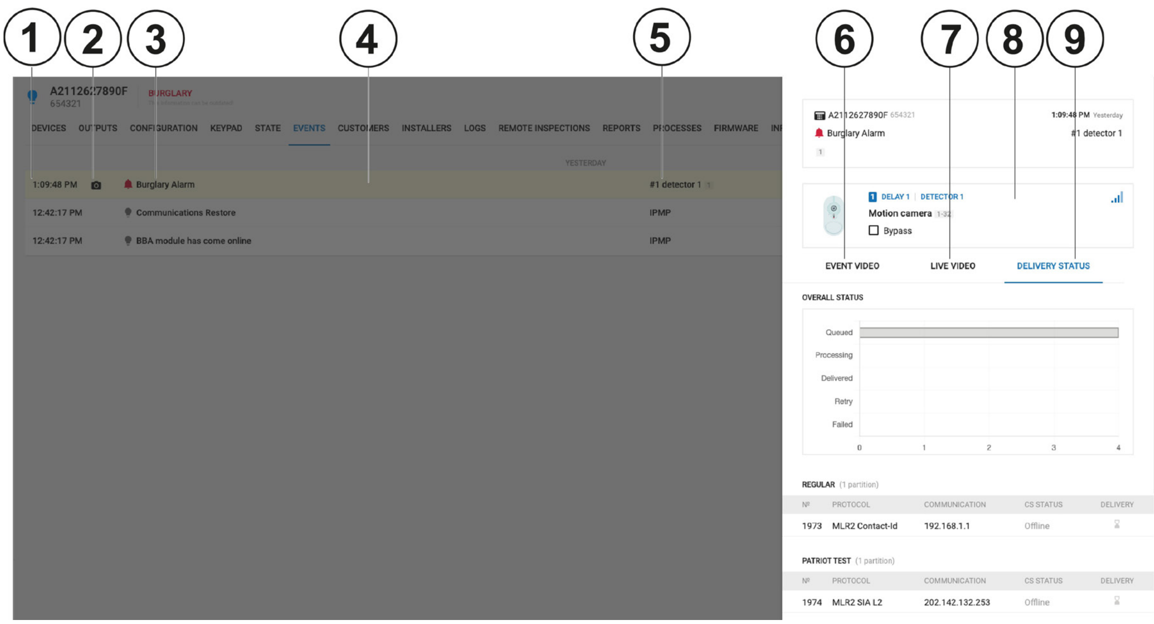
[Viewing all devices with troubles in a panel]

[Equipment hub]

Events tab

View events related to a single panel on the **EVENTS** tab.

Figure 26. Navigating the EVENTS tab



Callout	Name	Description
1	Event time	The time the event occurs.
2	Video content	The camera icon indicates that the event has video footage that you can view on the **EVENT VIDEO** tab.
3	Event description	A description of the alarm type. For more information, see Event severity in [Navigating the Events page].
4	Selected event	Select an event row to view information about the related device in the examination pane. There are three possible icons:

		- Hover over the **i** icon with the cursor to display the SIA or CID event if CS is defined to this event. - The event delivery status may be short or long format. - When you click the it changes to the ✔ icon to signal that the event is viewed and taken care of. Only mark an event as viewed if your investigation is complete.
5	Device number and partition	Displays the original source of the event.
6	EVENT VIDEO tab	The **EVENT VIDEO** tab appears if the selected device has a camera. Select the **EVENT VIDEO** tab to view the video footage related to the event. For more information about viewing event video footage, see *Viewing event video footage in the events tab*.
7	LIVE VIDEO tab	Click the **LIVE VIDEO** tab to view live video footage from the source device. The live video stream lasts five seconds. You can enable or disable live video on demand capabilities during specific states only, such as an armed state. Define the video demand settings in the **Video on demand** field on the panel **CONFIGURATION** tab.
8	Device information	General information about the source of the event, such as a device.
9	DELIVERY STATUS	You can view the delivery status in real time. Statuses are: - Queued - Processing - Delivered - Retry - Failed

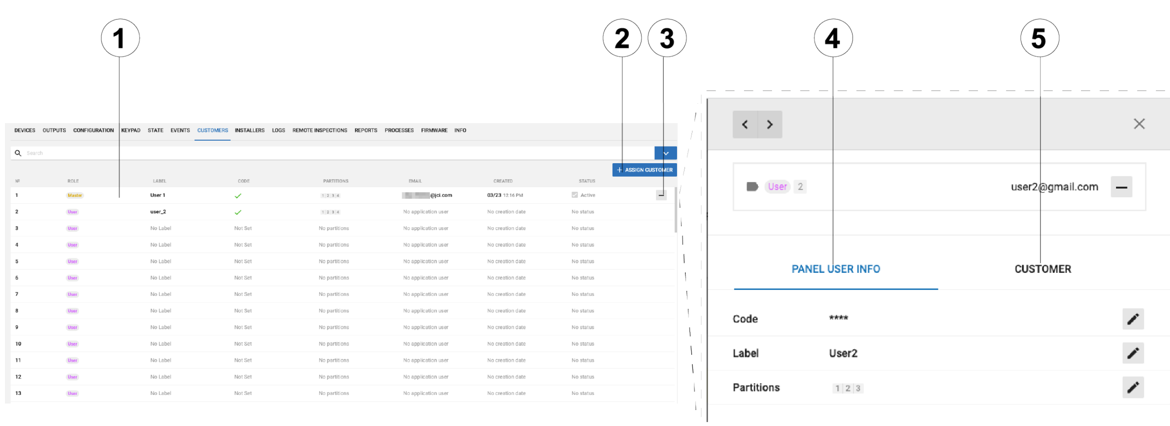
Related topics

[Events page](#)
[Devices tab](#)
[Equipment hub](#)

Customers tab

The Customers tab lists all panel customers registered on the mobile application. Mobile application customers are defined as interactive customers. Each customer displays their role, label (name), email, when they registered, and their status.

Figure 27. Customers tab

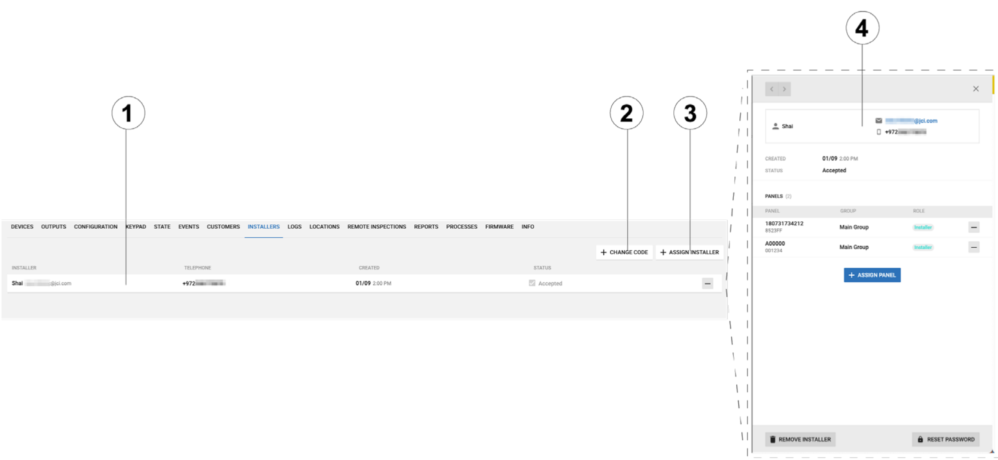


Callout	Name	Description
1	Assigned user	Lists the assigned customers and displays their role, label, email address, registration date, and status.
2	Assign customer	Administrator can assign a new customer to the panel or to select an existing customer from the drop down menu.
3	(-) icon	Removes the customer from the panel. The customer remains on the server.
4	Panel user info tab	Enter user code, label and connected partitions. For IQ panels, enter user last name and expiration date: the user cannot access the IQ panel after its expiration date.
5	Customer tab	Add or remove connected panels to this customers, remove customer or reset his password.

Installers tab

The Installers tab displays all the installers that have permissions to connect to this panel using the mobile app. When an installer connects to the PM server, they receive a list of their assigned panels. If configured to do so, the master customer must permit the installer's connection.

Figure 28. Installers tab



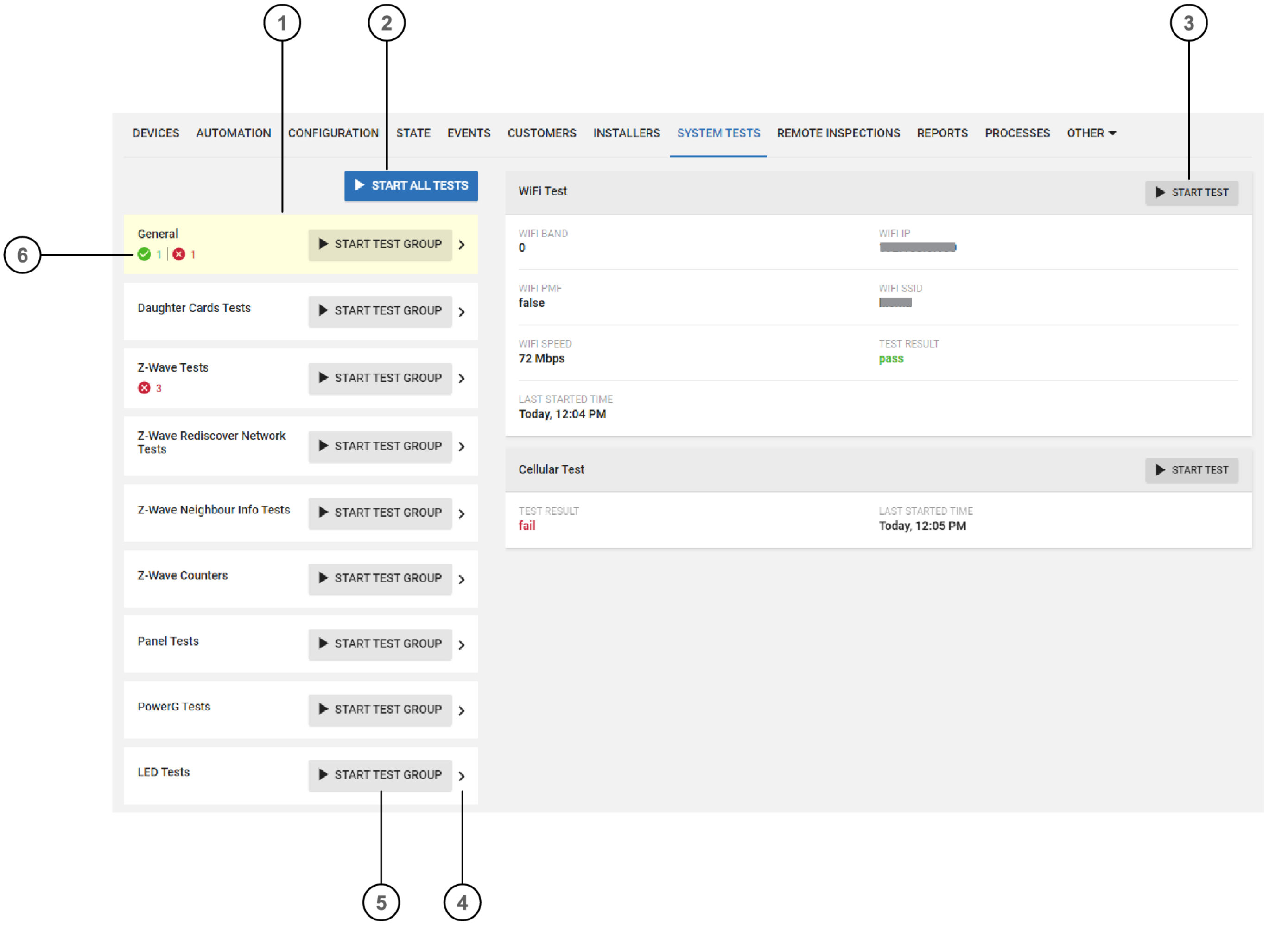
Callout	Name	Description
1	Installer row	Lists the assigned installers, and displays the contact information and connection status.
2	Change code	Click to change the installer code of the panel.
3	Assign installers	Click to attach an existing installer from the menu. To check if an installer exists, navigate to Accounts and click the Installers tab.
4	Installer info	Click on an installer row to see menu of installer information where you can: assign panel, remove installer, and reset password.

System tests tab

Note: The **System tests** tab is only available for IQ panels.

Test the IQ panels systems on the **SYSTEM TESTS** tab.

Navigating the System tests tab



Callout	Name	Description
1	Tests groups	Tests are grouped by family: your PowerManage may display different tests groups depending on the system configuration.
2	START ALL TESTS	To test the full system, click **START ALL TESTS**.
3	START TEST	To test a specific item in a group, click the **START TEST** button of the item.
4	Expand group	To view the group's items, click the right arrow.
5	START TEST GROUP	To test a group, click the **START TEST GROUP** button of the group.
6	Test result	Displays the number of passed tests and failed tests: to view the details, click the right arrow.

Logs tab

Navigating the Logs tab

View log files on the **LOGS** tab. Log files record all events that occur in the panel.

Note: You cannot see logs of the IQ panels in PowerManage, but you can share them with technical support. For more information, see the *GENERAL* tab in the examination pane of the IQ panel.

Figure 29. Navigating the LOGS tab

Callout	Name	Description
1	Event number	Each event in the panel has a number that identifies the event type.
2	Event time	Displays the time that the server receives the event notification from the panel.
3	Event description	A textual description of the event.
4	Date	Events are grouped by the day they occur.
5	Event source ID	Displays the ID of the source of the event. - The source ID for a sensor is its zone number. - The source ID for an arm or disarm state change is the user number of the user who changed the arm state. - The source ID for an action that the panel performs is the panel name. **Note:** The source ID is followed by the number of the partition that the event occurs in.
6	REFRESH	Click to download the most up-to-date log file on the **LOGS** tab.
7	DOWNLOAD CSV	Download a CSV file of the events log.
8	Standard and legacy logs	Click **STANDARD LOG** or **LEGACY LOG** to display the log list on the **LOGS** tab.
		Users can view and erase the standard log. Security operators and systems use the legacy log. The legacy log appears for PowerMaster panels only.

Related topics

Downloading a panel log file in the Panels hub

Devices tab

Equipment hub

Downloading a panel log file in the panels hub

1. Click the panel name in the **PANEL** column on the **Panels** page.to open a panel in the Equipment hub.
2. Click **DOWNLOAD CSV** on the **LOGS** tab.

The file downloads in the browser.

Related topics

[Logs tab]()

[Devices tab]()

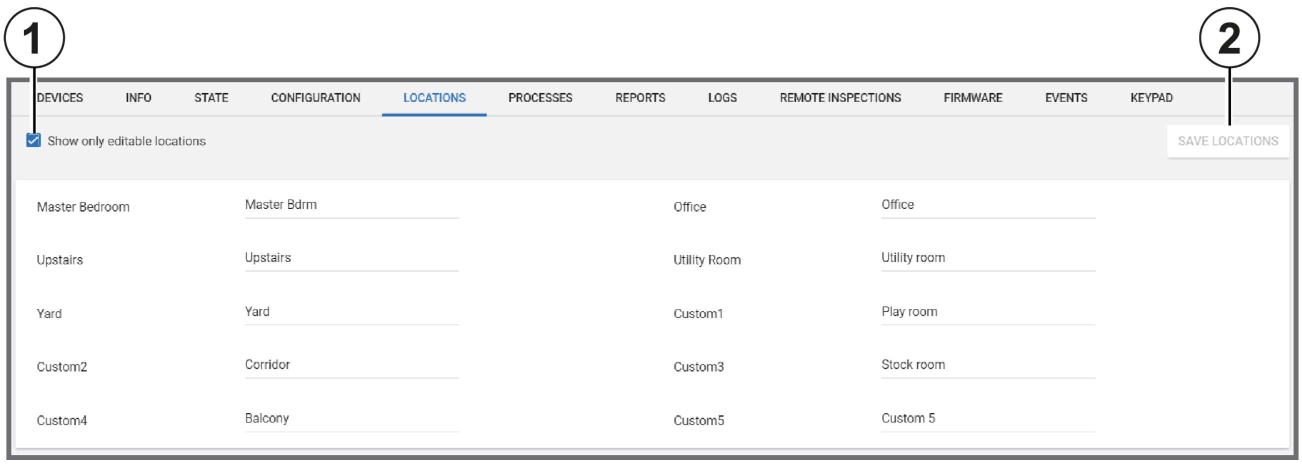
[Equipment hub]()

Locations tab

Provide custom location names to zones for ease of reference.

Note: The **LOCATIONS** tab only appears in the Equipment hub for PowerMaster panels.

Figure 30. Locations tab



Callout	Name	Description
1	Show only editable loc-ations	To view only locations that you can rename, select the **Show only editable locations** check box.
2	SAVE LOCATIONS	To rename a location, type a new name in at least one field and click **SAVE LOCATIONS**. Enter a maximum of 15 characters in any field. Type only the following characters in the location fields: `A-Z`, `a-z`, `0-9`, `!`, `@`, `#`, `%`, `^`, `&`, `_`, `+`, `=`, `-`, `'`, `"`, `:`, `/`.

Related topics

[Devices tab]()

[Equipment hub]()

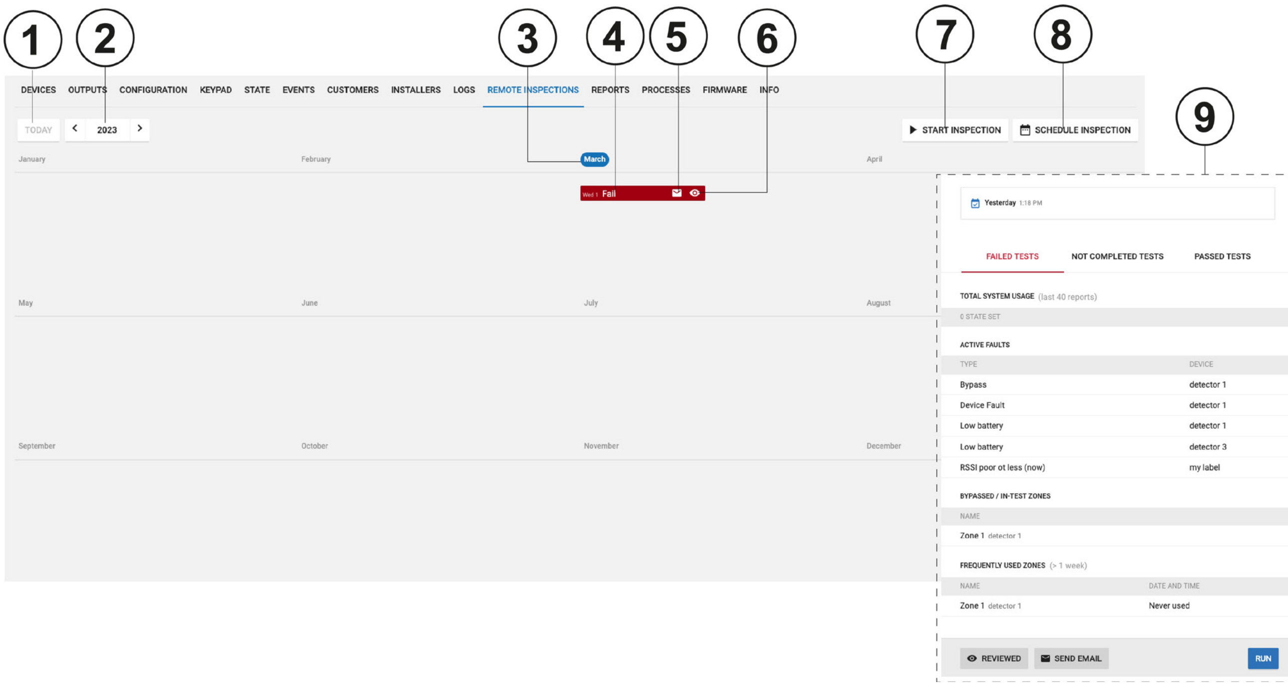
Remote inspections tab

Navigating the Remote inspections tab

Manage the remote inspections for a single panel on the **REMOTE INSPECTIONS** tab in the Equipment hub.

For more information, see [*Remote inspections page*]().

Figure 31. Navigating the REMOTE INSPECTIONS tab



Callout	Name	Description
1	TODAY	Click to return to today's date.
2	Year and month filter	Use the arrows to navigate the remote inspections by year or month on the calendar interface. When you are in the monthly view, click the button between the arrows to return to the annual view.
3	Month	Select the month to open it in the viewer. The current month is highlighted.
4	Inspection	All scheduled remote inspections appear in the calendar. The colors of the report indicates the following test statuses: - **Red**: the test failed - **Green**: the test succeeded
5	Send email	Click the email icon to send the results of the remote inspection to a predefined email address. **Note:** - Define the email address when you add a panel on the **Panels** page. For more information, see *Adding a panel to the server*. - Change the email address on the **INFO** tab. For more information, see *Editing basic panel and customer information*.
6	Viewing status	Click to mark the remote inspection as viewed. The remote inspection is viewed. Only mark a remote inspection as viewed if your investigation is complete.
7	START INSPECTION	Click to initiate the selected remote inspection.
8	SCHEDULE INSPECTION	Click to schedule the selected remote inspection to occur at a specific date and rate of recurrence. For more information, see *Scheduling a remote inspection for an individual panel*.
9	Examination pane	To examine the results of a remote inspection in the examination pane, click the remote inspections row. The results are ordered in three categories: FAILED TESTS, NOT COMPLETED TESTS and PASSED TESTS. From this pane you can sign the test as REVIEWED, SEND EMAIL and rerun the test. Select a section title to expand the test results. For more information on each test, see *Remote inspection tests*.

Related topics

[*Remote inspection tests*]

[*Remote inspection page*]

[*Devices tab*]

[*Equipment hub*]

Scheduling a remote inspection for an individual panel

Note: To schedule a remote inspection for a batch of panels, see *Scheduling one or more remote inspections for a batch of panels*.

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. Click **SCHEDULE INSPECTION** on the **REMOTE INSPECTIONS** tab.
3. select **Enabled** in the dialog box.
4. Enter the required date in the **Next Inspection** field.
5. In the **Choose repetition** field, select how often you want the test to occur. You can select **Once**, **1 Month**, **3 Months**, **6 Months**, or **9 Months**.
6. Click **SAVE**.

Related topics

Remote inspections tab

Scheduling one or more remote inspections for a batch of panels

Remote inspection tests

Remote inspection page

Devices tab

Equipment hub

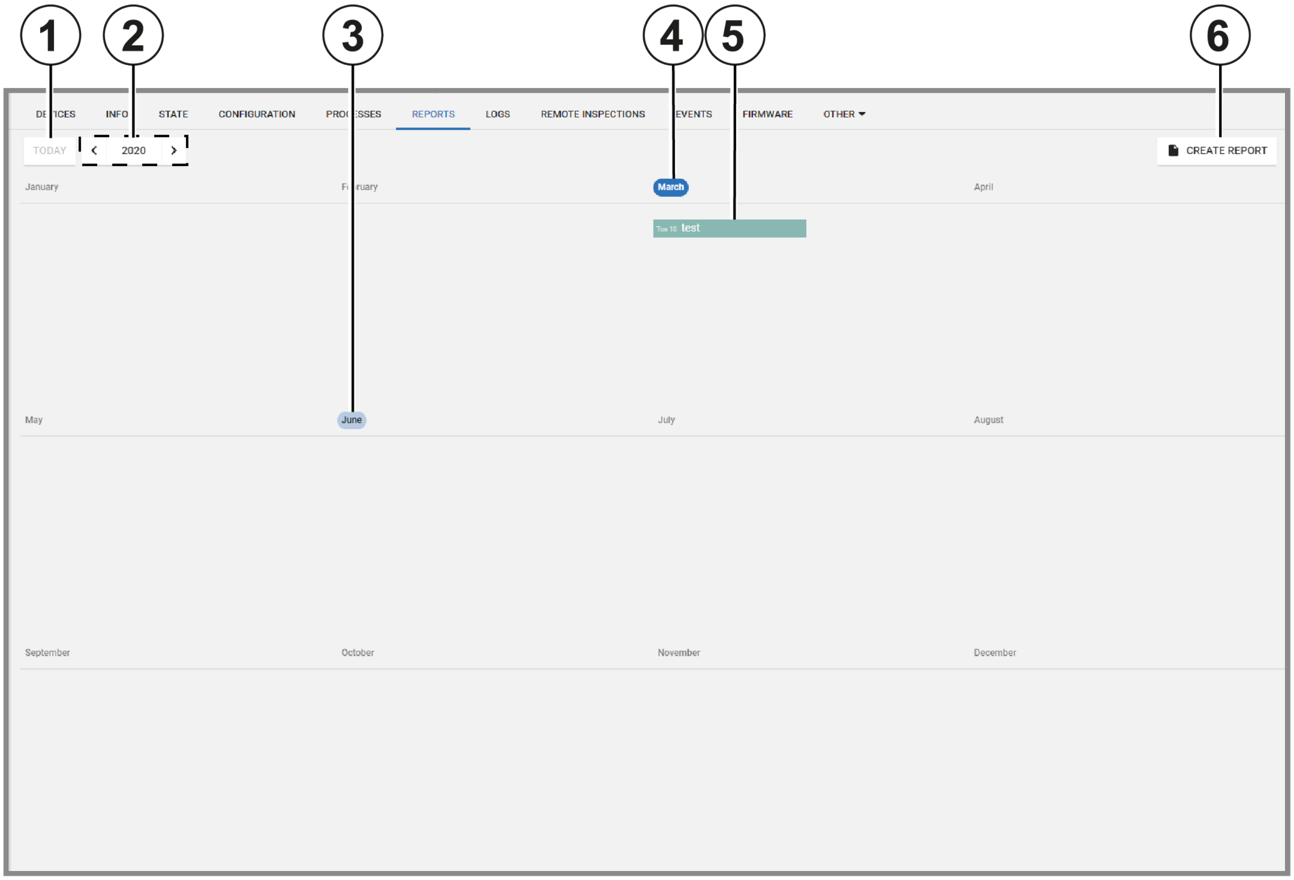
Users

Installers

Reports tab

View reports that have occurred or are scheduled to occur for an individual panel on the **REPORTS** tab. The tab displays this information on a calendar.

Figure 32. Navigating the Reports tab



Callout	Name	Description
1	Today	Click **TODAY** to return to the current month.
2	Month and year selector	The calendar displays one month or one year at a time. To change the month or year, click the arrows to the left of the month name. To change from the month view to the year view, click the button between the arrow selectors.
3	Select month	Click a month to open the calendar month in the viewer.
4	Current date or month	A blue circle indicates the current day or month.
5	Report	All reports appear in the calendar and each report is a different color. Select a report to display the file download options. Click **CSV** or **PDF** to download the report in the chosen format. PDF is a more readable file type than CSV.
6	CREATE REPORT	Click to create a new report. For more information, see *Creating new reports*.

Related topics

Reports page

Creating a new report on the Panels page

Creating a new report on the Reports page

Devices tab

Equipment hub

Processes tab

View a list of all processes for the selected panel on the **PROCESSES** tab. Each row represents a single process. Each process displays with a start time, description, current status, process initiator name, and duration.

Click **X** to cancel a process.

To view a list of all recent processes for all of the panels that are enrolled in the server, in the navigation pane, select **Processes**. For more information, see *Processes page*.

Related topics

Devices tab

Processes page

Equipment hub

Firmware tab

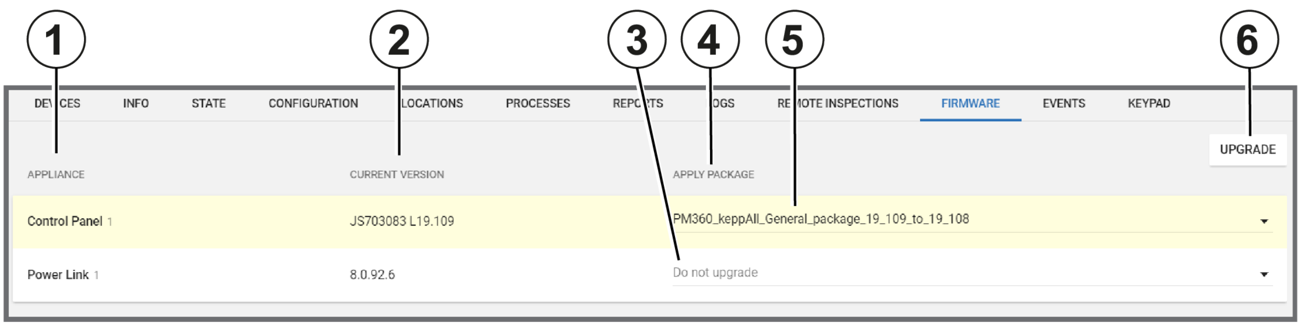
Navigating the Firmware tab

Note: For upgrading the IQ panels firmware, see *IQ panel firmware upgrade*.

Upgrade an individual panel's software and its connected devices on the **FIRMWARE** tab.

For Visonic panels, you can only upgrade panels and the power link. For Neo panels, you can upgrade the panel, the communicator, and any wired devices and modules. For more information about upgrading panels, devices, and modules, see *Firmware page*.

Figure 33. Navigating the FIRMWARE tab



Callout	Name	Description
1	APPLIANCE	Displays the appliance.
2	CURRENT VERSION	Displays the current software version of the appliance.
3	Do not upgrade	By default, no package is selected from the **APPLY PACKAGE** list.
4	APPLY PACKAGE	Find packages that are available for upgrade in the **APPLY PACKAGE** column. **Note:** T.3 tech support loads upgrade packages to the repository server.
5	APPLY PACKAGE drop-down	Select an upgrade package from the **APPLY PACKAGE** list.
6	UPGRADE	Click upgrade to upgrade an appliance to the selected package. For more information, see *Upgrading the firmware related to an individual panel in the Panels hub*.

Related topics

Firmware page

Upgrading the firmware related to an individual panel in the Panels hub

Devices tab

[Equipment hub](#)
[IQ panel firmware upgrade](#)

Upgrading the firmware of an individual panel in the Equipment hub

Note: For upgrading the firmware of an individual IQ panel, see [IQ panel firmware upgrade](#).

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. Select the device to upgrade on the **FIRMWARE** tab.
3. Select an upgrade package from the **APPLY PACKAGE** list.
4. Click **UPGRADE**.

Related topics

[Firmware tab](#)

[Firmware page](#)

[Devices tab](#)

[Equipment hub](#)

[IQ panel firmware upgrade](#)

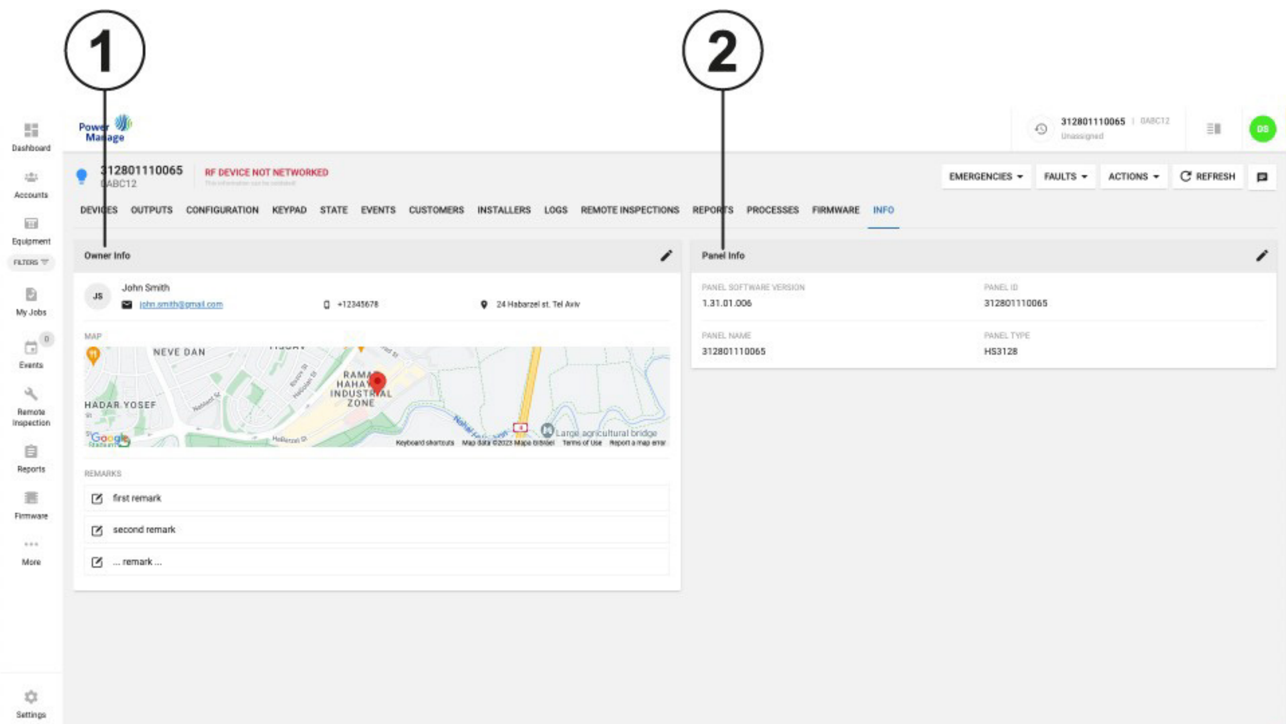
Info tab

Navigating the Info tab

View and edit general information about the panel and the customer on the **INFO** tab.

Leave comments about the panel on the **INFO** tab. If a panel fault is reassigned to a different user, the comment appears on the **INFO** tab. Users can reply to these comments.

Figure 34. Navigating the INFO tab



Callout	Name	Description
1	OWNER INFO	The **OWNER INFO** section displays panel information such as name, contact information. To add **MAP** provide the Google map key in **Settings** -> **RESOLVE** -> **Google Settings**
		To change the owner information, click the pencil icon to open the dialog box.

2	PANEL INFO	The **PANEL INFO** section displays basic panel information such as the panel name, ID, type, and software version.
		To change this information, click **EDIT** to open the **EDIT PANEL INFO** dialog box.

Related topics

Editing basic panel and customer information

Equipment hub

Editing basic panel and customer information

To edit basic panel information, or customer information related to a panel, complete the following procedure:

Note: Examples of basic panel information include the following: panel name, panel group, panel account number, and SIM number. Examples of panel customer information include the following:

- Customer name
- Email address
- Home address
- Phone number

1. Click the panel name in the **PANEL** column on the **Panels** page to open a panel in the Equipment hub.
2. Click the **INFO** tab.
3. Perform one of the following options:
    - To edit customer information, click **EDIT** in the **CUSTOMER INFO** section.
    - To edit panel information, click **EDIT** in the **PANEL INFO** section. Alternatively, click **EDIT** on the Equipment hub. For more information, see *Navigating the equipment hub*.
4. Make the required changes.
5. Click **SAVE**.

Related topics

Info tab

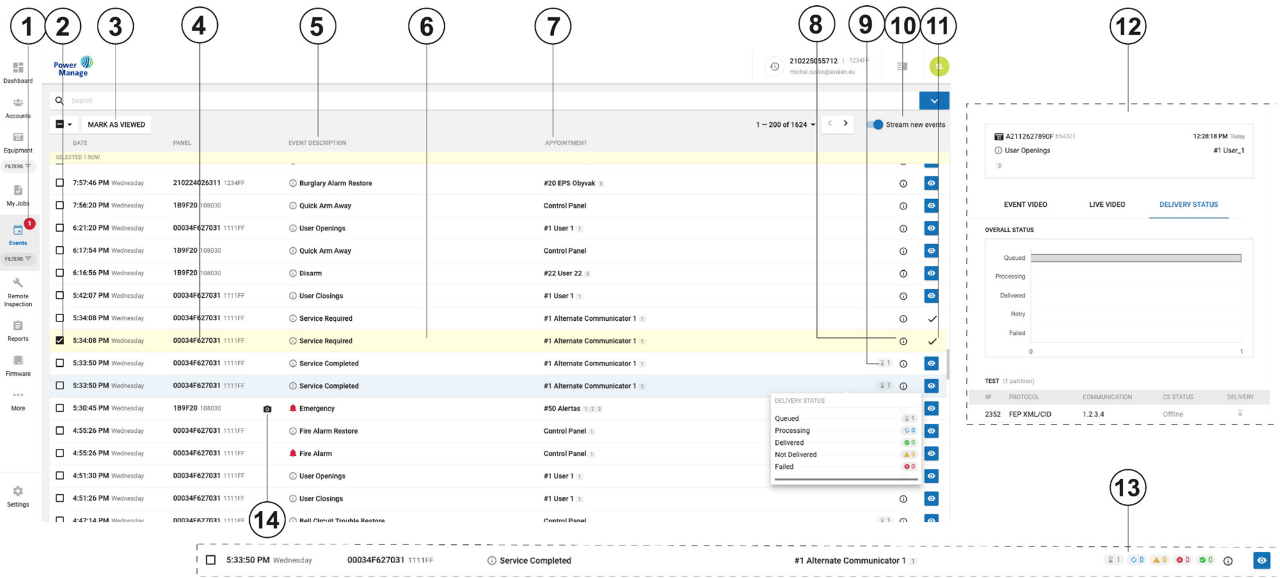
Events page

Navigating the Events page

View a list of all panel events on the **Events** page.

Filter the **Users** page to return a match of specified criteria that you set in the search bar. Filter your search with one, or a combination of the following criteria: **SEVERITY**, **PANEL ID**, **PANEL NAME**, **ACCOUNT**, **HAS VIDEO**, **DATE** and **TYPE**. You can save required search criteria by using the search filter function. For more information, see *Using the search filter*.

Figure 35. Navigating the Events page



Callout	Name	Description
1	Events since last logon	Displays the number of unresolved events since the user last visited the Events page. To enable the notification, from the user icon list, select **Settings** and turn on **Enable alarm supervision**. For more information, see User icon in *Navigating the UI*. **Note**: When you press **SAVE CURRENT SEARCH** button on search field, the **FILTERS** menu is added under Events.
2	Check box	Select the check box of one or more events to enable **MARK AS VIEWED**.
3	MARK AS VIEWED	Click **MARK AS VIEWED** to mark multiple events as viewed. This button has the same function as the **Viewed** icon, but it can be performed on more than one event. **Important:** Only mark an event as viewed if your investigation is complete.
4	Panel name	Click the panel name to open it in the Equipment hub on the **DEVICES** tab. For more information, see *Equipment hub*.
5	Event description	The offline notification icon appears if the PowerManage server does not receive a keepalive message from the panel. **Note:** Define the delay between the panel's last keepalive message and the offline notification in the **Groups** page. For more information, see *Group parameters*.
		The online notification icon appears if the PowerManage server receives regular keep alive messages from a panel that was offline.

		 Trouble icon appears next to the event in the **SEVERITY** column if there is a trouble event, such as a low battery, AC fail, gas, or flood alert.
		 Alarm icon appears if there is an event caused by a breach of security or safety. Examples of alarms include panic alarms, burglar alarms, and fire alarms.
		 Information event icon appears when a panel sends information about a device bypass, an auto test, or any other information messages.
6	View in examine mode	Click the Event row to open an event in Examine mode.
7	Appointment	You can find the source of the event in the **APPOINTMENT** column. The source can be one of the following examples: - Panel: Low battery, tamper, etc. - Device: The panic button on a key fob or a sensor that triggers a burglar alarm - Server: Online and offline status reports
8	**i** icon	If the panel sends an event in SIA or CID format the **i** icon appears. Hover over the icon to view the raw event number that the server receives.
9	Delivery status	Hover the cursor over the hourglass icon to display detailed delivery status. It can show: - Queued - Processing - Delivered - Not delivered - Failed **Note**: The icon is only present when the event should be sent to the CS. The total number of statuses needs to be equal to the number of CSs that the event is intended to be sent to.
10	Stream new events	Turn on the **Stream new events** toggle to update the **Events** page every time a new event occurs. **Note:** By default, the **Stream new events** toggle is turned on.
11	Viewed or unviewed icon	Click the Eye icon to view a report. When you view a report, a check mark replaces the Eye icon. **Note:** Only mark an event as viewed if your investigation is complete.
12	Examination pane	The Examination pane opens when you click an event row. You can view event video, live video, and delivery status.
13	Detailed delivery status option	To see detailed delivery status in the panel row: 1. Select user icon in the upper right of the screen. 2. In Setting select **Events delivery status view**. 3. Select **Long**.
14	Camera icon	The Camera icon indicates that video footage accompanies a particular event.

Related topics

[Examining event video on the Events page]()

Viewing an event in the Events page

Examining event video on the Events page

1. Select **Events** in the navigation pane.
2. To filter the **Events** page to only display events with video footage, from the **Search** list, select **Has video**. From the **Has Video** list, select **Yes**.
3. You can view recorded or live footage.
    - To view recorded footage, play the video in the **Examination** pane.
    - To view live footage, click **Live Video**.
4. **Optional:** To download the footage, click **DOWNLOAD**.

Related topics

Navigating the Events page

Viewing an event or multiple events on the Events page

1. Select **Events** in the navigation pane.
2. Navigate to the events you want to mark as viewed and select the check box at the start of each row.

   Note: You can select the Eye icon to quickly mark a single event as viewed. See Viewed or unviewed icon in *Navigating the Events page*.
3. Click **MARK AS VIEWED**.

Remote Inspection page

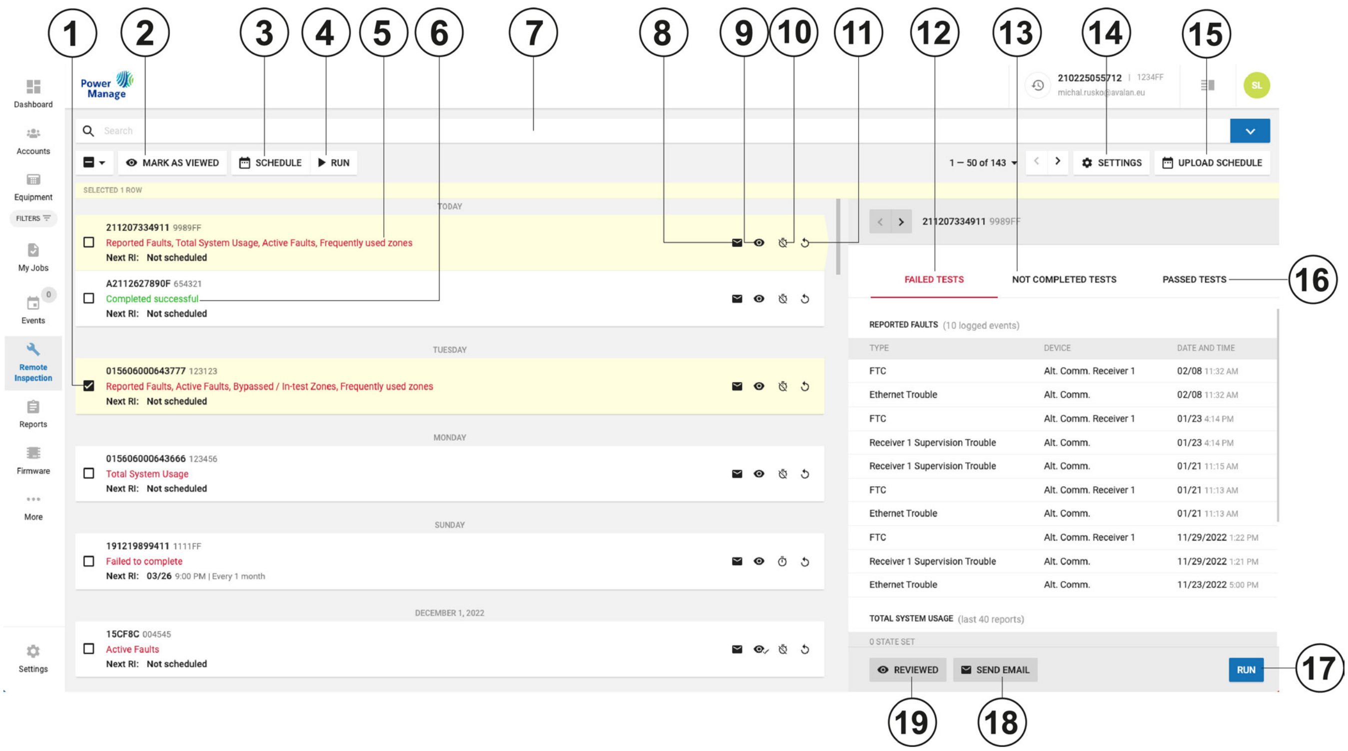
Navigating the Remote Inspection page

A remote inspection is a series of nine tests that check a panel remotely for any faults that affect the system and its functionality. If at least one of the nine tests fail, the inspection fails. For more information about each inspection test, see *Remote inspection tests*.

You can perform tests once or periodically. Finished remote inspections appear at the top of the page and uninitiated tests appear at the bottom of the page.

You can filter the search values on the Remote Inspection page. For more information, see *Using the search filter*.

Figure 36. Navigating the Remote Inspection page



Callout	Name	Description
1	Check box	Select one or more check boxes to perform an action. Select a check box to enable **MARK AS VIEWED**, **SCHEDULE**, and **RUN**.
2	MARK AS VIEWED	Click to mark one or more remote inspections as viewed. **MARK AS VIEWED** appears when you select a check box.
3	SCHEDULE	Click to schedule one or more reports. **SCHEDULE** appears when you select a check box.
4	RUN	Click to run one or more reports immediately. **RUN** appears when you select a check box.
5	Failed test	Red text indicates a complete, failed test.
6	Successful test	Green text indicates a complete test without any failures.
7	Search field	Use the search field to search for specific results.
8	Email icon	Email the results of the completed remote inspection to a user. This has the same function as **SEND EMAIL**. **Note:** For PowerMaster panels, the private panel report defines the emial adress. For Neo and PSP panels, the **INFO** tab defines the email address. For more information, see *Info tab*.

9	Mark as viewed icon	Click to mark the completed remote inspection as viewed. This has the same function as **MARK AS VIEWED**. To see who viewed the remote inspection, hover over the icon.
10	Schedule icon	Click the schedule icon to schedule a remote inspection or to stop a scheduled remote inspection. This has the same function as **SCHEDULE**.
11	Run icon	Click to run a report immediately. This has the same function as **RUN**.
12	FAILED TESTS	You can view a detailed report in the examination pane. All failed tests display in red text.
13	NOT COMPLETED TESTS	You can view a detailed report in the examination pane. All incomplete tests display in gray.
14	**SETTINGS**	Click to configure the general remote inspection settings. For more information, see *Remote inspection values*.
15	**UPLOAD SCHEDULE**	Click to create a new remote inspection schedule. For more information, see *Creating a remote inspection for a batch of panels*.
16	PASSED TESTS	You can view a detailed report in the examination pane. All successful tests are green.
17	**RUN**	Click to run a report again immediately. This has the same function as the **Run** icon.
18	**SEND EMAIL**	Click to email the results of a completed remote inspection to a user that is defined in the private report in the panel. This has the same function as the email icon.
19	**REVIEWED**	Click to mark a completed remote inspection as reviewed. This has the same function as **MARK AS VIEWED**. **Note:** If the report is already reviewed, this text is gray.

Related topics

Remote inspection tests

Remote inspection values

Creating a remote inspection for a batch of panels

Canceling a remote inspection

Running a remote inspection manually

Scheduling one or more remote inspections for a batch of panels

Remote inspection tests

See to the following definitions when you view a completed remote inspection in the examination pane:

Note: For more information about the examination pane, see Examination pane in *Navigating the Remote Inspection page*.

Active faults

The Active Faults test is an inspection that checks the panel for faults that currently affect the operation of the panel.

Check clock

The Check Clock test is an inspection that checks if the time difference between the panel clock and the server clock is greater than the value set in *Remote inspection values*.

GPRS

The GPRS test is an inspection that checks for a GPRS heartbeat. The GPRS test passes in one of the following cases:

- The GPRS module does not exist. The test title displays in the color gray.
- The GPRS module exists but the keepalive messages are disabled. To disable or enable keepalive messages, see the **GPRS Keep Alive Enabled** toggle in *Group parameters*.
- The GPRS module exists and keepalive messages arrive on time.

Reported faults

The Reported Faults test is an inspection that checks the panel log file for faults. The test fails if a fault is found.

To define the number of recent events that the test inspects for faults, see Check for reported faults in last in *Remote inspection values*.

Total system usage

The Total System Usage test is an inspection that checks the panel for any arm or disarm logs.

- If there is at least one arm or disarm log, the test passes.
- Define how many reports from the panel that the test inspects in *Remote inspection values*.

Bypassed/In-test zones

The Bypassed/In-test Zones test is an inspection that checks the panel for any log of a bypassed zone. If the test finds that a zone is bypassed, the test fails.

Frequently used zones

The Frequently used zones test is an inspection that checks if zones have been activated in the time defined in the Check frequently used zones not used over value in *Remote inspection values*. If the time of inactivity is greater than the defined time, the test fails.

Note: The test bypasses zones that are defined as rarely triggered. To mark a zone as rarely triggered, see *Bypassing, soak testing, and marking a device as rarely triggered*.

Broadband

The Broadband test is an inspection that checks for the presence of a broadband heartbeat.

- If the panel is not connected by broadband or there is no broadband module, the test title displays in the color gray.
- If there is a heartbeat, the test passes. If there is no heartbeat, the test fails.

Failed soak test zones

The Failed Soak test Zones test is an inspection that checks for soak test zones that cause an alarm. If there are no sensors in soak test mode or no alarms from sensors in soak test mode, the test passes.

Remote inspection values

- To change the remote inspection settings, on the **Remote Inspections** page, click **SETTINGS** and set your testing preferences.

The following definition list defines each setting:

Check for reported faults in last

Set the number of recent events that the test inspects for faults in the panel log file.

- The test fails if a fault is found.
- Select either 10, 20, or 30 events to inspect.

Total system states in last

Set the number of reports that the test inspects for arm or disarm logs.

- The test fails if a system state change is not found in the panel log file.
- Select either 40, 60, or 120 reports to inspect.

Check frequently used zones not used over

Set the period of time the test inspects frequently used zones for an activation log. By default, the system defines all zones as frequently used.

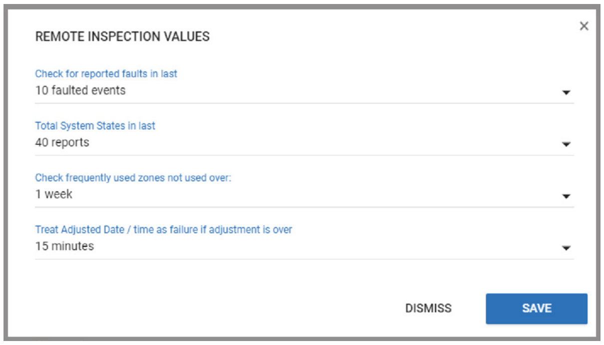
To mark a device as rarely triggered on the **DEVICES** tab, see [Bypassing, soak testing, and marking a device as rarely triggered](#).

Note: A zone is a sensor.

Treat adjusted date/time as failure if adjustment is over

Set the maximum allowed time difference between the panel and server clocks. If the time difference is greater that the value, the test fails.

Figure 37. REMOTE INSPECTION VALUES dialog box



Related topics

[Navigating the Remote Inspection page](#)

Creating a remote inspection for a batch of panels

Note: To create a remote inspection for a single panel, see [Scheduling a remote inspection for an individual panel](#).

1. Use your preferred application to open a new spreadsheet.
2. In the first row, type the panel name in column A, type the inspection date in column B, and type the number of months between each repetition in column C. For more information, see [Spreadsheet example](#).

   Note:

   - Enter the date in the following format: YYYY-MM-DD.
   - The recognized inspection repetition values for column C are: 0, 1,3, 6, 9. To perform the test once only, enter a value of 0.
3. **Optional:** To add an additional panel, type the relevant information in the row below the first entry and follow the same column format. You can add multiple panels.
4. To save the file in a comma delimited format, save the spreadsheet as a CSV file.
5. From the navigation pane in the PowerManage web application, click **Remote Inspection**.
6. Click **UPLOAD SCHEDULE**.
7. Click **CHOOSE FILE** and select the CSV file.

The remote inspection now appears on the **Reports** page.

Figure 38. Spreadsheet example

	A	B	C
1	A00000	2019-01-25	3
2	A00001	2018-01-25	

Related topics

Navigating the Remote Inspection page

Scheduling a remote inspection for an individual panel

Scheduling one or more remote inspections for a batch of panels

Note: To schedule a remote inspection for a single panel, see *Scheduling a remote inspection for an individual panel*.

1. In the navigation pane, click **Remote Inspection**.
2. Select the check box of the remote inspection to schedule.
3. Click **SCHEDULE** to open a dialog box.
4. In the **Next Inspection** field, enter a date manually or select a date in the calendar.
5. From the **Choose repetition** list, select how often you want the remote inspection to occur. You can select **Once**, **1 month**, **3 months**, **6 months**, or **9 months**.
6. Click **SAVE**.

Related topics

Navigating the Remote Inspection page

Scheduling a remote inspection for an individual panel

Canceling a remote inspection

1. In the navigation pane, click **Remote Inspection**.
2. Select the check box of the remote inspection you want to cancel.

   Note: You can only cancel a report that is scheduled to run.
3. Click **CANCEL**.
4. In the dialog box, click **CANCEL**.

Related topics

Navigating the Remote Inspection page

Running a remote inspection manually

1. In the navigation pane, click **Remote Inspection**.
2. Select the check box of one or more remote inspections to run manually.
3. Click **RUN**.
4. Click **BEGIN NOW**.

Related topics

Navigating the Remote Inspection page

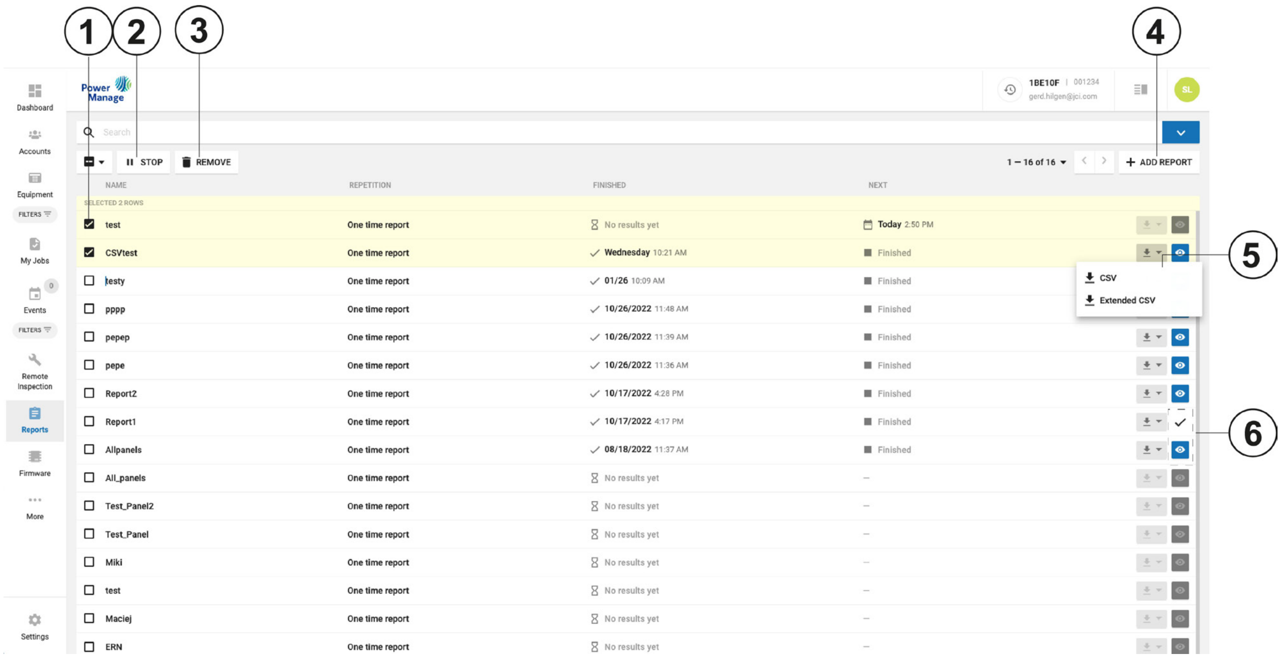
Reports page

Navigating the Reports page

View, create, stop and remove reports on the **Reports** page.

Filter your search of the **Reports** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **IS ACTIVE**, **CREATED**, **LAST REPORT**, and **NEXT REPORT**. To add **FILTER**, press **SAVE CURRENT SEARCH** button in search field. For more information, see *Using the search filter*.

Figure 39. Navigating the Reports page



Callout	Name	Description
1	Check box	Select the check box of one or more reports to enable use of **STOP** and **REMOVE**.
2	STOP	Click to stop a report that is currently running. If you stop a report, it does not run on scheduled dates in the future. **STOP** appears when you select a check box.
3	REMOVE	Click to remove a report from the list of reports and cancel any recurrences that are scheduled in the future. **REMOVE** appears when you select a check box.
4	ADD REPORT	Click to create a new report for all panels that you enroll on the server. For more information, see *Creating a new report for all panels on the server*. **Note:** To create a new report for one or more panels, see *Creating a new report on the Panels page*.
5	Download	Click to download the report locally as a CSV or PDF file.
6	Viewed and unviewed icon	The Eye icon indicates unviewed reports. If you click the icon, a check mark replaces it to identify the report as viewed. Only mark an event as viewed if you conclude the event investigation.

Related topics

Creating a new report for all panels on the server

Creating new reports

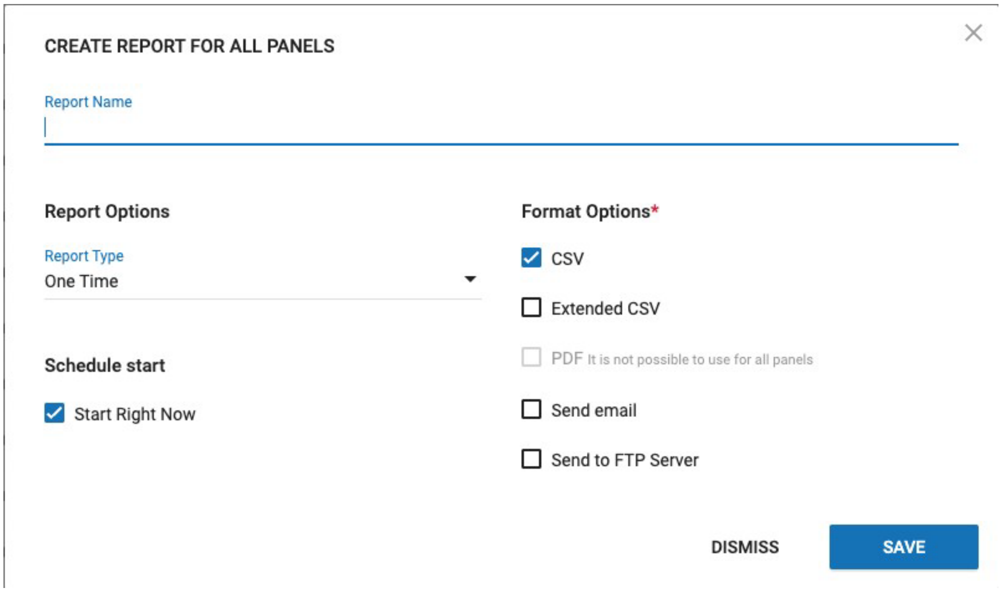
Stopping or removing a report from the Reports page

Creating new reports

To create a new report for all of the panels that are enrolled in the server, see the following definitions and follow the procedure in *Creating a new report on the Reports page*.

To create a new report for one or more panels, see the following definitions and follow the procedure in *Creating a new report on the Panels page*.

Figure 40. CREATE REPORT FOR ALL PANELS dialog box



Report name

Name the report as descriptively as possible. The report name is mandatory.

Report types:

- **One time**: The report runs once only.
- **Daily**: Set your report to run daily, or in a regular sequence of days. For example, you can set the report to run every day, every two days, every three days, or at any regular interval up to every 30 days. You can also configure the report to run every weekday only.
- **Weekly**: Set the report to run on a weekly basis. For example, you can set the report to run every week, every two weeks, every three weeks, or at any week based interval up to every 52 weeks. You can set the day of the week you want the report to run.
- **Monthly**: Set your report to run on a monthly basis. For example, you can set the report to run every month, every two months, every three months, or at any month based interval up to every 12 months. You can then select one of two options to set the day of the month that the report runs:
  - Set the report to run on every first, second, third, fourth, or fifth day of the month.
  - Set the report to run on one specified day of the week, based on its ordinal occurrence in a month. For example, you can set the report to run on the first Monday of every month, the second Friday of every month, or the fourth Wednesday of every month. The highest ordinal occurrence you can set is the fourth occurrence of a day in the month.

Range of recurrence

Set the report to recur constantly, to end after a specified number of recurrences, or to end on a specified date.

Note: This option is not available if you set **Report Type** to **One time**.

Schedule start

Set when the recurring report starts. The default setting is **Start Right Now**.

- If you clear the **Start Right Now** check box, a date and time field appear. Click the date field to select a start date in the calendar interface and click the time field to select a start time.

Note: If you click **X** in the time field, a default time of **12:00 AM** is set.

Format options

You can read reports on the Reports page. Alternatively, you can send a report to an email address or an FTP server site.

On the Reports page you can set the format of the report to a CSV file or extended CSV file. The option to set the format of the report to a more readable PDF file is available only when you create a report on the Panels page. For more information, see *Creating a new report on the Panels page*.

Related topics

Navigating the Reports page

Creating a new report on the Panels page

Creating a new report for all panels in the server

1. From the navigation pane, click **Reports**.
2. Click **ADD REPORT**.
3. In the **Report Name** field, enter a report name, then configure the settings to define your report.

   Note: For more information on report settings, see *Creating new reports*.
4. Click **SAVE**.

The report appears on the **Reports** page.

Related topics

Navigating the Reports page

Stopping or removing a report from the Reports page

Note: You cannot reuse a report if you remove it from the page.

1. In the navigation pane, click **Reports**.
2. Select the check box of the report to stop or remove.

   Note: You can select multiple reports to stop or remove at the same time, but you can only perform one function at a time.
3. Perform one of the following actions:
   - Click **STOP**
   - Click **REMOVE**
4. Click **OK**.

Related topics

Navigating the Reports page

Firmware page

Upgrading firmware using the Firmware menu

Note: For upgrading the IQ panels firmware, see *IQ panel firmware upgrade*.

You can mass upgrade the firmware of a group of control panels, Ethernet Powerlinks, wired keypads, PGH outputs, and communication boards on the **Firmware** page. A device group only appears on the **Firmware** page if the server contains an upgrade package related to the device.

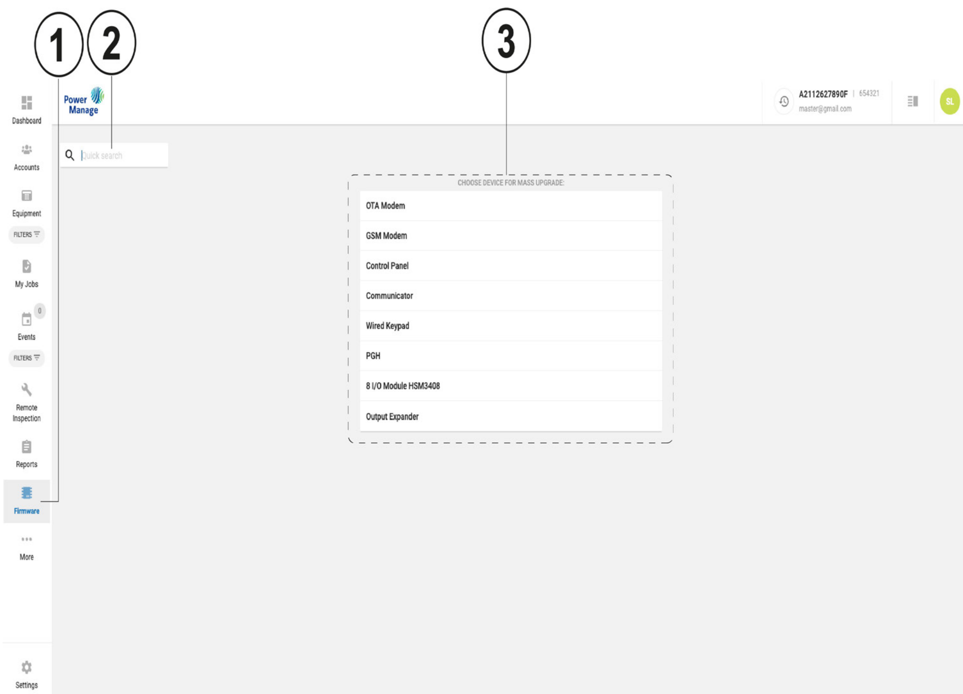
1. Click **Firmware** in the left hand menu. To add **Firmware** to the menu, click **More** and select **Firmware**.
2. Choose the required device type for upgrade.
3. Select the required upgrade package from the list. After you select a package, all the relevant devices appear.
4. To start the upgrade, select the required devices check box on the left side of the panel and then click the **UPGRADE X PANEL** button.

Note: You can check the upgrade status from the left hand menu by clicking **More** and then **Upgrade Status**

For firmware packages to appear on the page, technical support must complete the following tasks:

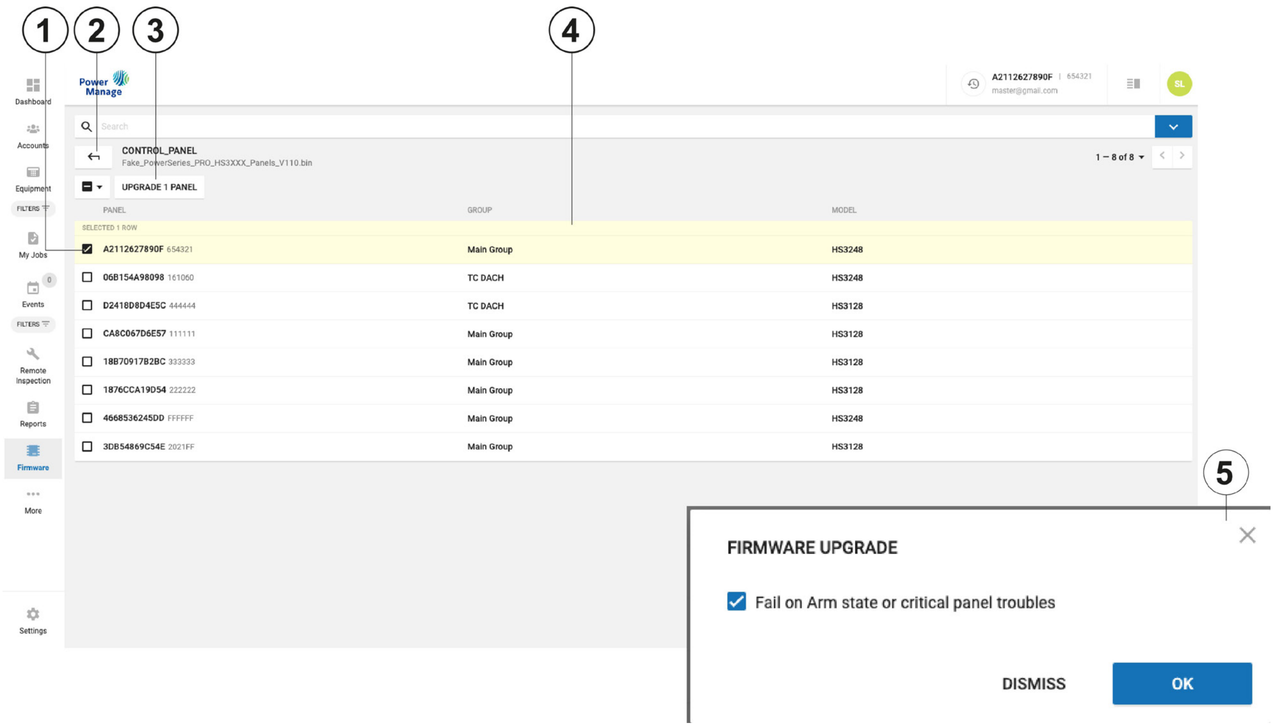
- Download the upgrade packages to the repository server
- Connect the upgrade packages to the PowerManage server

Figure 41. Navigating the Firmware page and the CHOOSE DEVICE FOR MASS UPGRADE list



Callout	Name	Description
1	Firmware	You can add Firmware to the menu under **More**.
2	**Quick search**	Enter a search term to search the devices that you can upgrade.
3	Choose devices for mass upgrade	Lists the devices and the firmware packages that are available for mass upgrade

Figure 42. Selecting a group to upgrade on the Firmware page



Callout	Name	Description
1	Check box	Select the check box of one or more devices to enable **UPGRADE**.
2	Return	Click to return to the **Firmware** page
3	UPGRADE	Click **UPGRADE** to apply the upgrade package to the selected groups. To upgrade the firmware of an individual panel, see *Firmware tab*.
		The firmware upgrade times out after a week if the process does not finish. If the panel is offline, in an armed state, or experiencing issues, the upgrade process pauses in a **START** state. **Note:** Power-link upgrades are an exception. Power-link upgrades time out after one hour.
4	Device list	Only devices that are relevant to the upgrade package that you select appear in the device list.
		As well as selecting the upgrade package by device model, PowerMaster panels and GSM modem upgrade packages also require the current version number. The 4G/LTE cellular modem requires two separate upgrades. The first upgrade is GSM Modem and the second is OTA Modem.
5	Firmware upgrade dialog box	You can select the firmware upgrade to fail on arm state or critical panel troubles as required.

Related topics

Firmware tab

Mass upgrading the firmware of a device

IQ panel firmware upgrade

Mass upgrading the firmware of a device

Note: For mass upgrading the IQ panels firmware, see *IQ panel firmware upgrade*.

1. In the navigation pane, click **Firmware**.
2. From the **CHOOSE DEVICE FOR MASS UPGRADE** list, click the device type that you want to upgrade. For more information, see Firmware groups in *Upgrading firmware using the Firmware menu*.
3. From the **UPGRADE CONTROL PANEL TO VERSION** list, select the software version you want to upgrade the device to.
4. Select the check box of one or more panels to upgrade.
5. Click **UPGRADE**.
6. Click **OK**.

Related topics

Firmware page
Upgrading the firmware related to an individual panel in the Panels hub
IQ panel firmware upgrade

System menu

Click the **More** icon to view and select from the following menus:

* Firmware
* Upgrade Status
* Groups
* Users
* Roles
* Basic Configurations
* Central Stations
* Processes
* Action Log

The previously selected menu displays on the main menu just above the **More** icon.

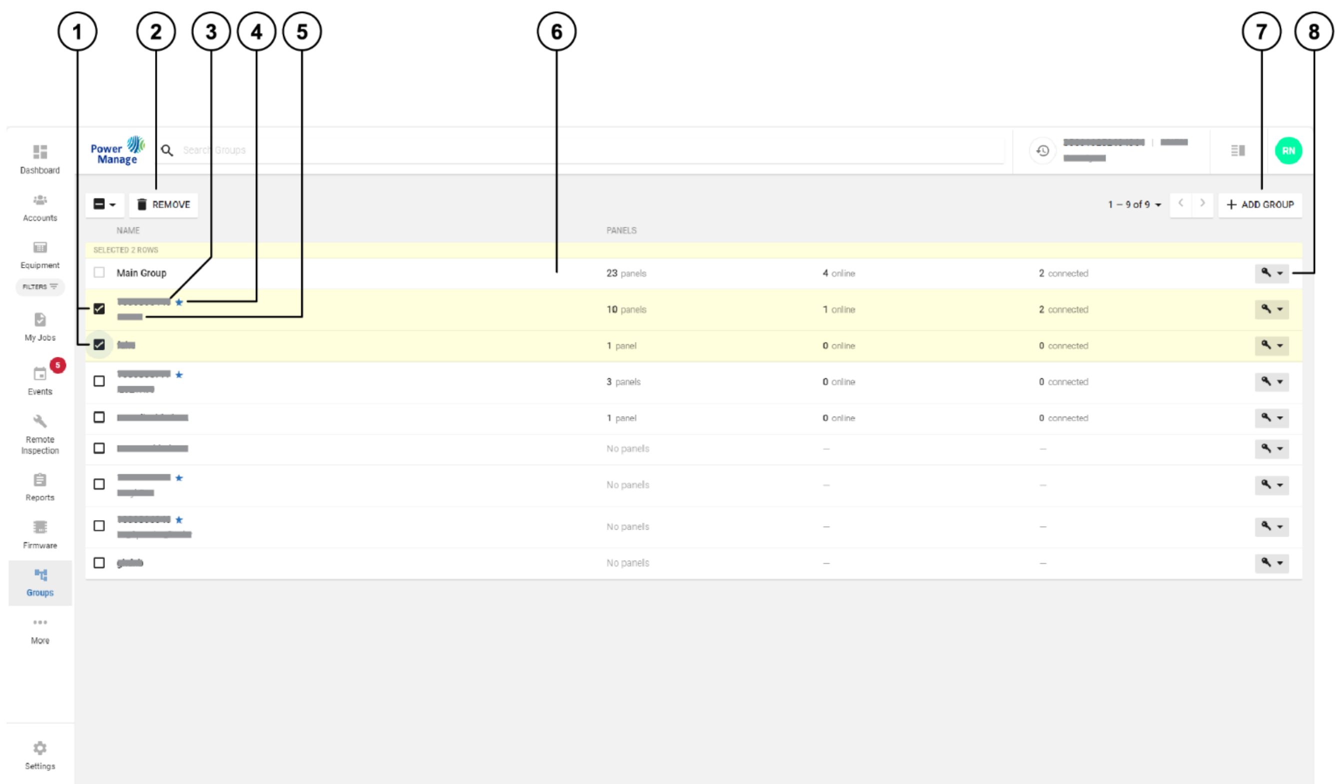
Groups page

Navigating the Groups page

Manage panel groups on the **Groups** page. A group is a collection of panels that share the same configuration settings.

Note: Any panel that connects by auto enroll automatically joins **Main Group**.

Figure 43. Navigating the Groups page



Callout	Name	Description
1	Check box	Select the check box of one or more groups to enable **REMOVE**.
2	REMOVE	Click to remove one or more selected panels from the server. Select a check box to enable **REMOVE**. **Note:** You cannot remove **Main Group**.

Callout	Name	Description
3	GROUP NAME	When the dealer portal approves a new dealer request, PowerManage adds a dealer group to the **Groups** page. The dealer group name is the dealer ID assigned by the dealer portal. **Note:** You cannot edit the IQ panel group name.
4	Blue star	The blue star indicates that it is a dealer group.
5	DESCRIPTION	The group description.
6	Group hub	Click the row of the group to open it in the group hub. In the group hub, you can view general group and central station information in the **GENERAL** and **CS COMMUNICATING** tabs. **Note**: The **Main Group** contains all panels. You can move the panels to other groups. You cannot move the **Main Group**. For more information on the group hub, see *Group hub*.
7	ADD GROUP	Click to add a new panel to the server. For more information about adding a group to the server, see *Adding groups to the Groups page* and *Adding a group to the Groups page*.
8	Connected roles	Lists all the roles connected to this group. For more information, see *Navigating the Roles page*

Related topics

Adding a new group

Group parameters

Configuring the central station communication settings for a group

Group hub

CS communicating tab in the group hub

Group central station communication settings

Dealer registration

Group parameters

If you add a new group to the server or edit an existing group, configure the parameters in the **ADD GROUP** or **EDIT GROUP** dialog boxes. You can configure parameters for a specific panel including cellular and cable or broadband communication supervision periods with timeouts and upgrade channels.

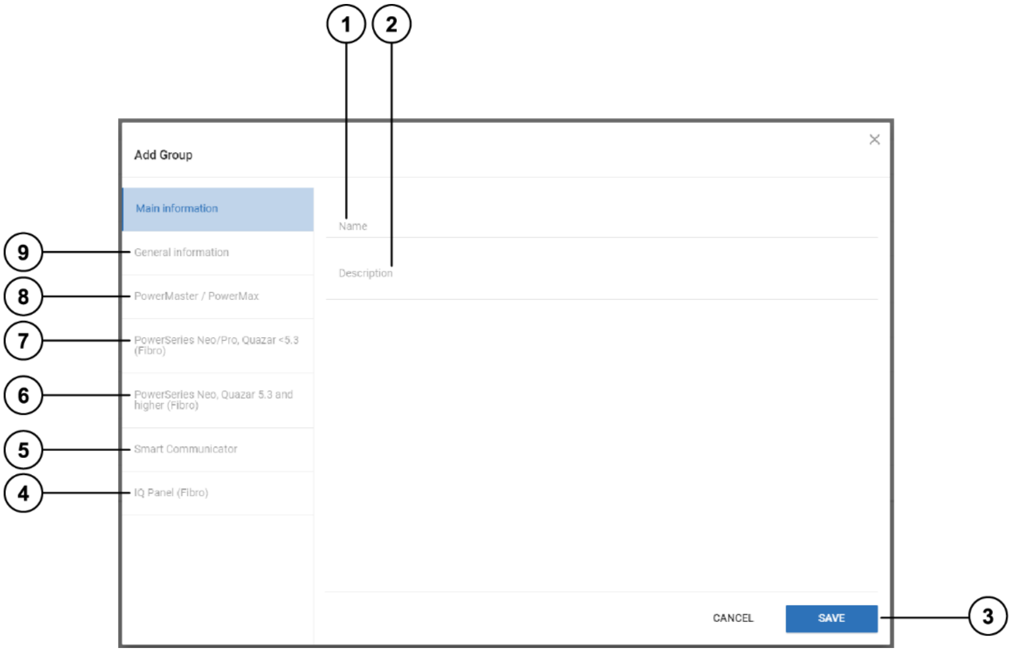
Note:

- Supervision period - how frequently supervision messages are sent from panel to server.
- Offline timer - the server signal panel is offline. You cannot receive supervision messages during this time.

To make a new group in the server, see *Adding a group to the groups page*.

To edit a group configuration, see **EDIT** in *CS COMMUNICATING tab*.

Figure 44. Group parameters dialog box



Callout	Description	Function
1	Name	Each group name must be unique and can only contain the characters: A-Z, a-z, and 0-9. Spaces are also accepted.
2	Description	Enter an optional description of the group in the **Description** field.
3	SAVE	Click to save the group configuration.
4	IQ Panel (Fibro)	Edit the cellular connection settings for IQ panels. For more information, see PowerSeries Neo, Quazar 5.3 panel and higher (Fibro).
5	Smart Communicator	You can configure the Smart Communicator to enable or disable supervision. For more information, see *Smart communicator support*

6	PowerSeries Neo, Quazar 5.3 panel and higher (Fibro)	Edit the cellular connection settings for PowerSeries Neo, Quazar 5.3 panels and higher. - **Cellular Supervision enabled**: To disable the GPRS supervision and reduce GPRS communication, turn off **Cellular Supervision enabled**. To enable the supervision, turn on **Cellular Supervision enabled**. **Note:** If you turn on **Cellular Supervision enabled**, ensure that the correct receiver channel directs to a PowerManage server that can support a GPRS heartbeat. - **Supervision Period**: To determine how often the panel sends a supervision message, enter a value in the **Supervision Period** field. - **Cellular Offline Timer**: If no supervision message reaches the server, the panel's online status is set to **GPRS Offline** on the **Panels** page and a message sends to the central station or automation. To delay this message by a specified time, enter a value that is greater than the **Supervision Period** value in the **Cellular Offline Timer** field. - **Offline Timer**: For panel with version 5.3 or later, if no supervision message reaches the server by Ethernet, the panel's online status is set to **BBA Offline** in the **Panels** page and a message is sent to the central station or automation. To delay this message by a specified time, enter a value that is greater than the **Supervision Period** value in the **Broadband Offline Timer** field.
7	PowerSeries Neo/Pro, Quazar 5.3 (Fibro)	Edit the broadband connection settings for NEO/Pro and Quazar panels earlier than version 5.3 - **Supervision enabled**: Turn on **Supervision enabled** to disable the Ethernet heartbeat. **Note:** If you enable the broadband supervision, ensure that the correct receiver channel directs to a PowerManage server that can support an Ethernet heartbeat. - **Supervision Period**: To determine how often the panel sends a supervision message, enter a value in the **Supervision Period** field. - **Broadband Offline Timer**: For panel with version 5.3 or earlier, if no supervision message reaches the server by Ethernet, the panel's online status is set to **BBA Offline** in the **Panels** page and a message is sent to the central station or automation. To delay this message by a specified time, enter a value that is greater than the **Supervision Period** value in the **Broadband Offline Timer** field.

8	PowerMaster / PowerMax	- **Supervision enabled**: To disable the GPRS supervision and reduce GPRS communication, turn off **Supervision enabled**. Turn on **Supervision enabled** to enable the supervision. - **Supervision Period**: To determine how often the panel sends a supervision message, enter a value in the **Supervision Period** field. - **Offline Timer**: If no supervision message reaches the server, the panel's online status is set to **GPRS Offline** on the **Panels** page and a message is sent to the central station or automation. To delay the offline message by a specified time, enter a value that is greater than the **Supervision Period** value in the **Offline Timer** field.
9	General Information	Click the General Information tab to set: - Server messaging language - Video on demand history size - Local wake up. Customer's phone sends wakeup message to panel or server sends wakeup message to connect to the server. - Panel time synchronization - Allow upgrade over GPRS for DSC panel - Temperature or light statistic

Related topics

Adding a new group

Group hub

Configuring the central station communication settings for a group

CS communicating tab in the group hub

Group central station communication settings

Adding a new group

1. In the navigation pane, click **System**, then click **Groups**.
2. Click **ADD GROUP**.
3. Enter the information required in the **ADD GROUP** dialog box. For more information, see Adding groups to the Groups page.
4. Click **SAVE**.

The new group now appears on the **Groups** page.

To complete the setup, configure the central station communication settings. For more information, see Configuring the central station communication settings for a group.

Related topics

Adding groups to the Groups page

Configuring the central station communication settings for a group

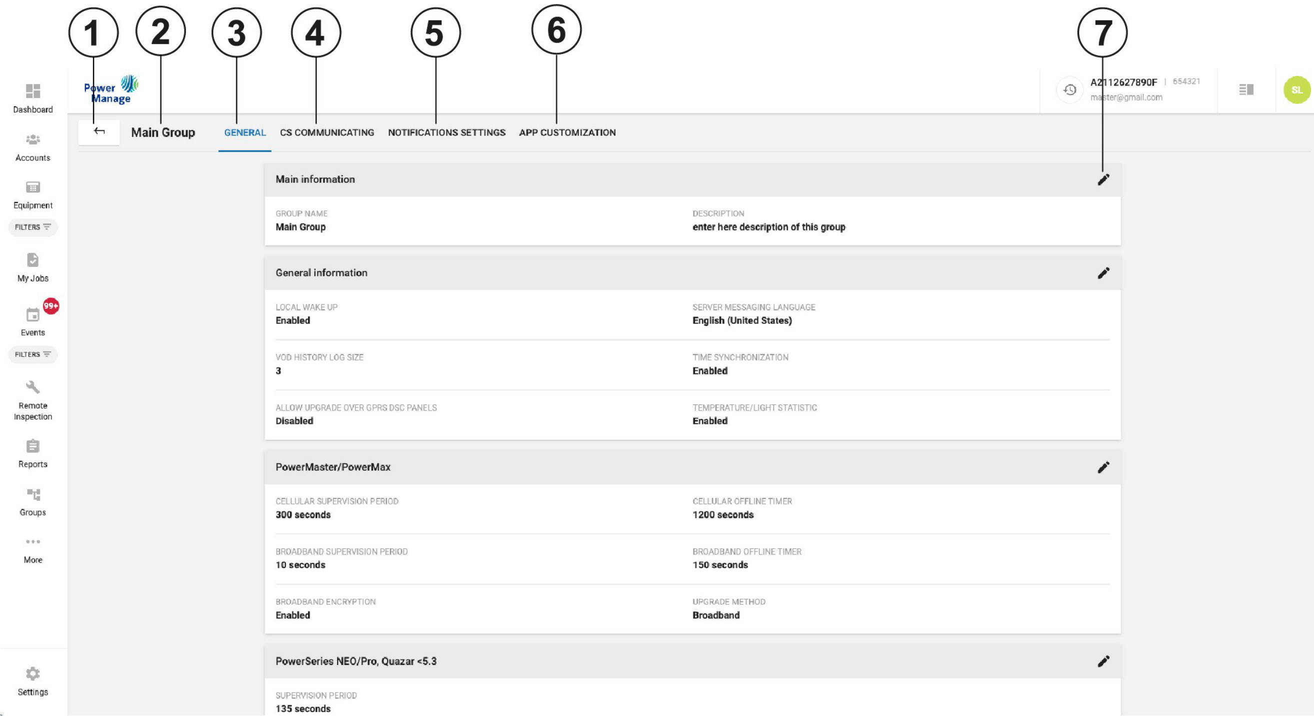
Groups page

Groups hub

View and edit general group settings in the Groups hub:

- To access the Group hubs, click **More** > **Groups**.
- To remove a group, on the required group row, select the check box. The Remove Group button appears. The Main Group is the default group and contains newly enrolled equipment You cannot remove this group.
- To see a list of all roles that have permission to the Main Group, click the drop-down button on the right hand side of the required panel.
- To open a group in the Group hub, on the Group page, click the group row.
- To add a new group, click **+ADD GROUP**.

Figure 45. Navigating the Groups hub

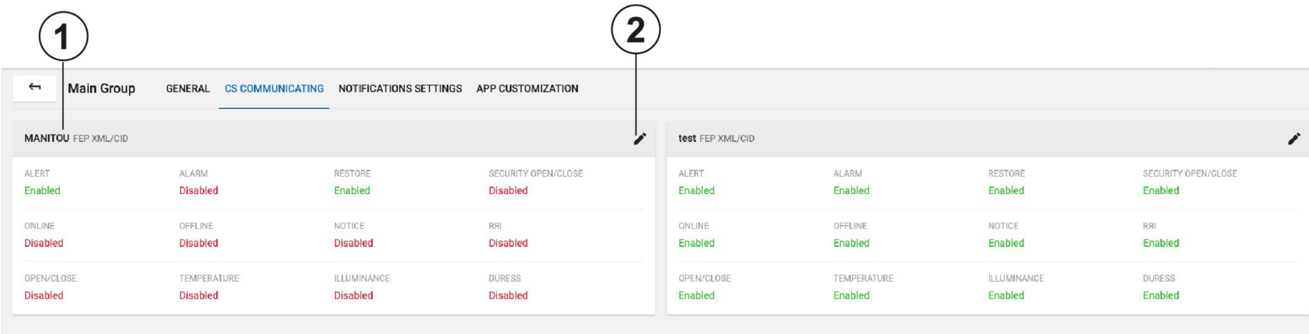


Callout	Name	Description
1	Back arrow	Click to return to the group list page.
2	Main Group	The name of the group you open in the group hub.
3	Group GENERAL tab	Displays general group information and parameters. For a description of the group information and parameter fields, see *Groups page parameters*.
4	Group CS COMMUNICATING tab	Click to manage the communication between the panel and the central station (automation). For more information, see *CS communicating tab in the Groups hub*.
5	Group NOTIFICATION SETTINGS tab	The Group Notifications Settings tab includes two sub sections: **Event Profile Settings** specifies which event types are sent to the mobile app. **End User Notifications** specifies which push notifications and emails can be sent to mobile phone. For more information, see *Groups*
6	Group APP CUSTOMIZATION tab	Lists all the application look types available. By default there is only one setting. Contact technical support to add customizations. For more information, see *Groups*
7	Pencil icon	Click the icon to edit the group page parameters. For more information, see *Group page parameters*.

CS COMMUNICATING tab

Define which event types are communicated to one or more central stations or automations on the **CS COMMUNICATING** tab.

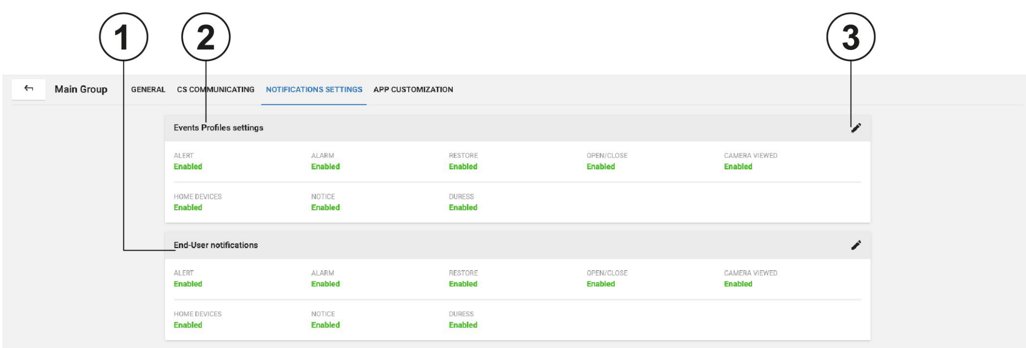
Figure 46. CS COMMUNICATING tab in the group hub



Callout	Name	Description
1	Central station	A central station or automation that connects to the group. You can add and define the central stations that appear on the **Central stations** page. For more information, see *Central stations page*.
2	Pencil Icon	To determine the event types that the panel group communicates to the central station, click **EDIT** to open the **Event types** dialog box.

NOTIFICATION SETTINGS tab

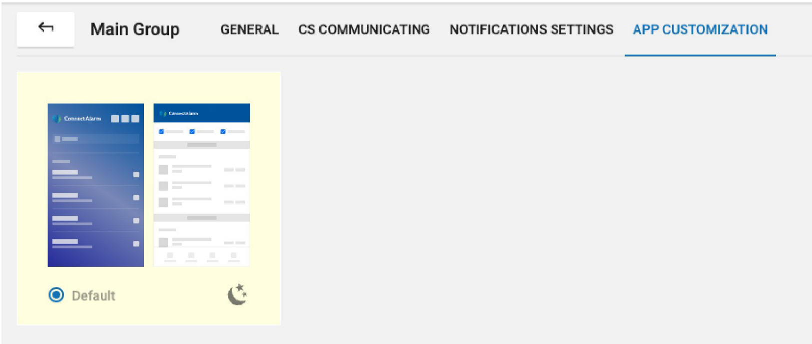
Figure 47. CS notification Settings



Callout	Name	Description
1	End-User notifications	You can edit mobile phone notification settings for the end-user.
2	Events Profiles settings	You can edit the mobile phone settings for events from the panel.
3	Pencil icon	Click to edit settings

APP CUSTOMIZATION tab

Figure 48. APP CUSTOMIZATION tab



Related topics

[Groups]()

[Groups page]()

[Configuring the central station communication settings for a group]()

[Group hub]()

[CS communicating tab in the group hub]()

[Group central station communication settings]()

Group central station communication settings

You can enable or disable the communication of various event types to one or more central stations.

The following list defines the information each event type communicates to the central station when you select the relevant check box on the **CS COMMUNICATING** tab:

Alarm

For security or safety breaches, the platform sends an alarm notification to the central station. The security and safety breaches are burglary, fire, emergency, and panic alarms.

Alert

For an event that requires attention, the platform sends an alert notification to the central station. The alert events are low battery, AC failure, gas, and flood events.

Restore

If a detector reading returns to its original state, the platform sends a restore alert to the central station.

Security open/close

If the state of the panel changes, the central station updates. The panel states are away, home, and disarm.

Note: You can configure the panel to send detector open and close notifications even when the panel is in a disarm state.

Camera being viewed

If a PIR CAM requests video on demand, the platform sends a notification to the central station.

Camera trouble

Currently not supported.

Home devices (HD) on/off

If a PGM turns on or off, the platform sends a notification to the central station.

Home devices (HD) trouble

Currently not supported.

Online

When the panel goes online, the platform sends a notification to the central station.

Offline

When the panel goes offline, the platform sends a notification to the central station.

Notice

If there is an information message, such as a device bypass or panel auto test, the platform sends a notification to the central station.

Routine remote inspection (RRI)

After a routine remote inspection, the platform sends a success or failure notification to the central station.

Open/close

If the state of a detector changes, the platform sends a notification to the central station.

Illumination

If there is an alert related to light, the platform sends a notification to the central station.

Temperature

If there is a temperature alert, the platform sends a notification to the central station.

Related topics

Groups page

Configuring the central station communication settings for a group

Group hub

CS communicating tab in the group hub

Configuring the central station communication settings for a group

1. In the navigation pane, click **System** > **Groups**.
2. On the **Groups** page, click the group to configure.
3. Click the **CS COMMUNICATING** tab.
4. Click **EDIT** button edit group settings.
5. Select the check boxes of the alert types to communicate to the central station. For more information, see *Configuring central station communication settings for groups*.
6. Click **SAVE**.

Related topics

Configuring the central station communication settings for a group

Groups page

Adding groups to the Groups page

Processes page

Navigating the Processes page

View a list of all processes on the **Processes** page. To view the processes for an individual panel, see *Processes tab*.

Each row represents a single process and each row displays the following information:

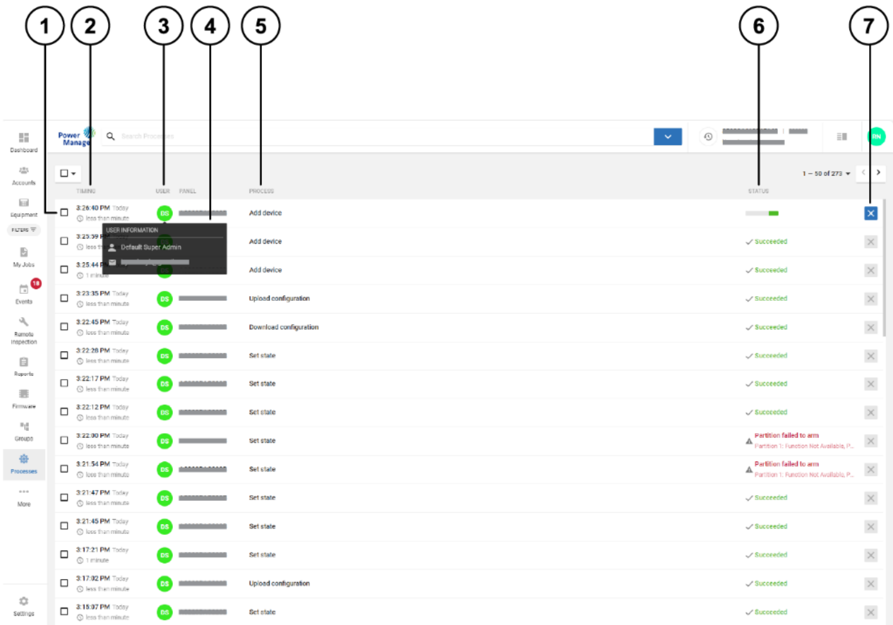
- Process start time and duration
- Process creator name
- Panel ID
- Process description

- Current status
- Duration

This information is contained in the column titles: **TIMING**, **USER**, **PANEL**, **PROCESS**, and **STATUS**.

Filter your search of the **Processes** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **PANEL ID**, **PANEL NAME**, **TYPE**, **USER**, **STATUS**, **STARTED AT**. For more information, see [Using the search filter](#).

Figure 49. Navigating the Processes page



Callout	Name	Description
1	Check box	Select the check box of one or more processes to enable use of **STOP**.
2	TIMING	Displays the start time, and the total or current runtime of the process. For more information, see [Process duration column](#).
3	USER	Displays the initials of the user that initiates the process **Note:** If a process requires a subsequent task to complete the current process, the username for the subsequent process task is **SYSTEM**.
4	User information	Hovering over the user initials, displays the user's information.
5	PROCESS	A description of the process
6	STATUS	A description of the of the process status. A progress bar indicates the process is running and the warning icon indicates that the process stopped. The text after the warning icon indicates the reason the process stopped.
7	Cancel process	Click to stop a process that runs You can only stop one process at a time.

Related topics

[Process timing column](#)

[Stopping a process](#)

[Processes tab](#)

Processes timing column

When a process runs, the **TIMING** column displays the runtime of the process. When a process is complete, the **TIMING** column displays the total runtime of the process.

If the process does not finish, it times out after one hour. In this case, the process terminates and a time-out error displays in the **STATUS** column. The following examples are exceptions to this rule:

- A software upgrade cannot start if the panel is in an armed state.
- A software upgrade process times out after one week.
- A walk test for Neo panels times out after 15 minutes.
- A walk test for a PowerMaster panel times out after 500 seconds, or 8 minutes and 20 seconds.
- A remote inspection for Neo panels times out after 10 minutes.
- A video on demand process for a PIR CAM times out 10 minutes after it receives the final image.
- The estimated time-out period for a remote inspection is the number of devices, multiplied by 50 seconds.

Related topics

Navigating the Processes page

Stopping a process

Note: To stop a single process while it is in operation, Click **X**. If you cannot stop the process, **X** does not appear.

To stop multiple processes at one time, complete the following steps:

1. In the navigation pane, click **System** > **Processes**.
2. Select the check box of one or more processes to cancel.
3. Click **OK**.

Related topics

Navigating the Processes page

Process timing column

Users page

Navigating the Users page

Add, suspend, remove, enable, and edit server users on the **Users** page.

Important: You can manage all server users on the **Users** page, except the Default Super Admin. For more information, see *Default super admin*.

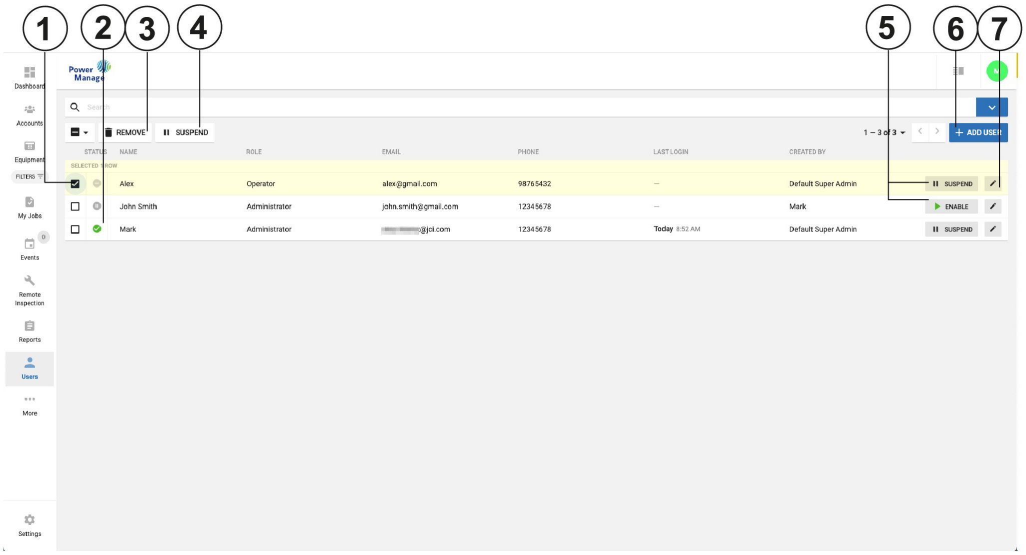
Each row in the list represents an individual user and displays the following information:

- User name and email address
- User phone number
- Latest log on time. If the **Last Login** column does not contain any date or time information, the user has never logged in to the server.
- Role of the user. For more information about roles, see *Roles page*.
- Title of the administrator who created the user account

This information is contained in the column titles: **NAME**, **ROLE**, **EMAIL**, **PHONE**, **LAST LOGIN**, and **CREATED BY**.

Filter your search of the **Users** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **NAME**, **PHONE**, **ROLE NAME**, **ROLE CREATOR NAME**, and **LAST LOGIN**. For more information, see *Using the search filter*.

Figure 50. Navigating the Users page



Callout	Name	Description
1	Check box	Select the check box of one or more events to enable **REMOVE**, **SUSPEND**, and **ENABLE**.
2	User status	Offline user; enabled.
		 The user is suspended.
		 The user is logged in to the server.
3	REMOVE	Click to remove a user from the server.
4	SUSPEND	Click to suspend a user. A suspended user cannot log on to the server.
5	ENABLE or SUSPEND	Click to enable or suspend server users.
6	ADD USER	Click to add a new user to the server.
7	Pencil icon	Click to edit user information.

Related topics

[Adding a new user]

[Adding or editing users]

[Default super admin]

[Editing user information]

[Removing, suspending and enabling users]

Default super administrator

The PowerManage server always includes at least one Default Super Admin for a PowerManage server. The Default Super Admin is a permanent role with full privileges.

The default user name and default password are as follows:

- User name: admin@tycomonitor.com
- Password: Admin123

Important: Change the Default Super Admin password as soon as possible. For more information, see *Changing your logon password*.

Related topics

Adding or editing users

Navigating the Users page

Adding a new user

Editing user information

Removing, suspending and enabling users

Removing, suspending and enabling users

1. In the navigation pane, click **System** > **Users**.
2. Select the check box of the user to remove, suspend, or enable.

   Note: You can select multiple users to remove, suspend, or enable at the same time, but you can only use one of the functions at a time.
3. Perform one of the following actions:
   - Click **REMOVE**.
   - Click **SUSPEND**.
   - Click **ENABLE**.
4. Click **OK**.

Related topics

Navigating the Users page

Adding or editing users

Add a new user or edit the information of an exiting user on the **Users** page.

When you add a new user or edit the information of an exiting user, you can set the following information:

- Full name
- Email address
- Phone number
- Country
- Belongs to role
- Password

The user logs on to the system with the email address and password you define.

The **Belongs to role** list displays all roles available on the **Roles** page. For more information, see *Roles page*.

Note: When the dealer portal approves a new dealer request, PowerManage adds a dealer user in the **Users** page:

- Dealer+ user can access the full PowerManage server while standard dealers can only access their group.
- Dealer users can add new installers.

Related topics

Navigating the Users page

Adding a new user

Editing user information

[Default super admin](#)

[Dealer registration](#)

[Adding dealer installers](#)

Adding a new user

1. In the navigation pane, click **System** > **Users**.
2. Click **ADD USER**.
3. Type the information required in the **Full name**, **Email Address**, **Phone**, **Country**, **Belongs to role**, and **Password** fields.
4. Click **SAVE**.

The new user appears in the users list.

Related topics

Adding or editing users

Navigating the Users page

Editing user information

1. In the navigation pane, click **System**, click **Users**.
2. Navigate to the user you want to edit and click the **Edit User** button.
3. Edit the information you want to change in the **Full name**, **Email Address**, **Phone**, **Country**, **Belongs to Role**, and **Password** fields.
4. Click **SAVE**.

Related topics

Adding a new user

Adding or editing users

Default super admin

Navigating the Users page

Roles page

Navigating the Roles page

Assign roles to server users on the **Roles** page.

Each server user has one role type. The role type defines the following:

- The pages the user can access.
- The functions the user can perform.
- The groups the user can manage.

Note: For more information about groups, see *Groups page*. For more information about users, see *Users page*.

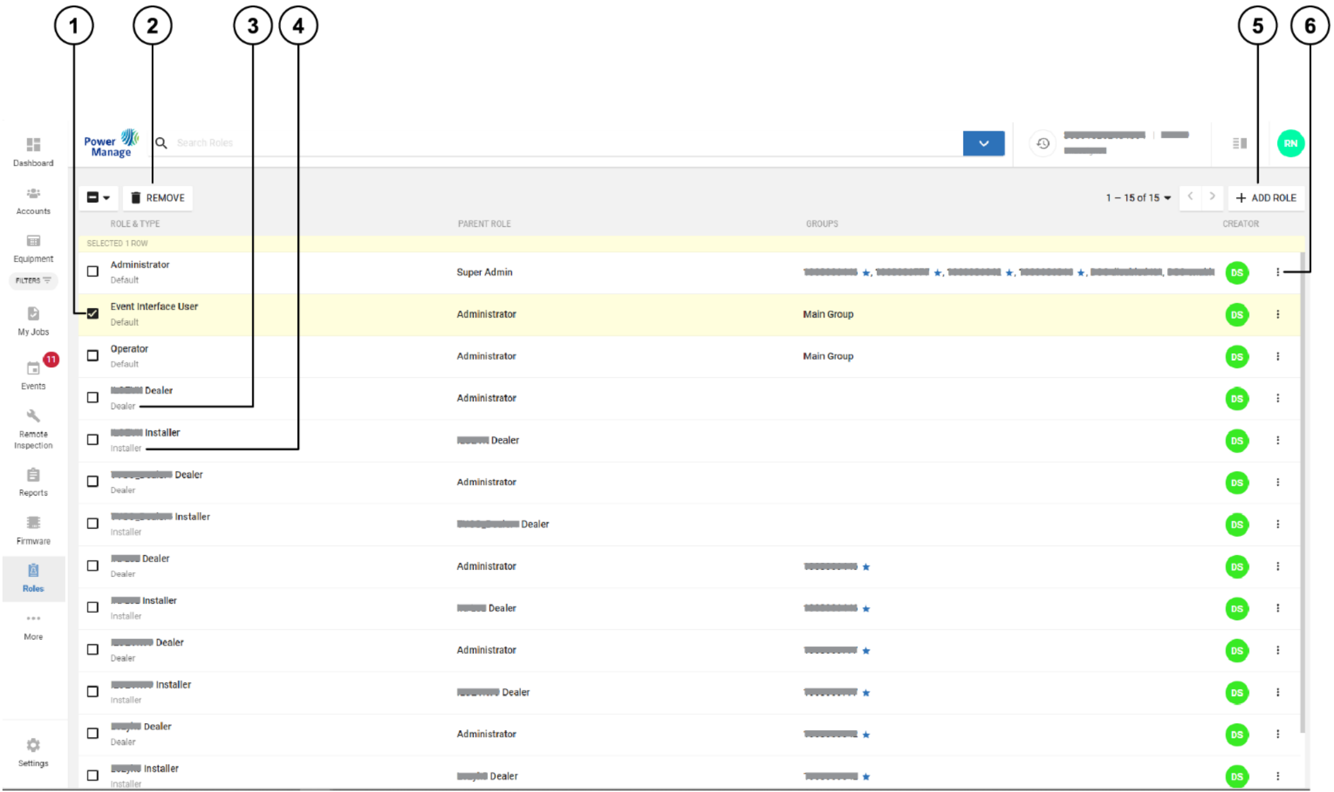
Each row on the **Roles** page represents a role and displays the following information:

- The role name. Administrator, Operator, and Event interface user, are examples of role names. For more information, see *Role types*.
- The role name of the user who created the role.
- The user name of the role creator.
- The groups available to the role.

This information is contained in the column titles: **ROLE & TYPE**, **PARENT ROLE**, **GROUPS**, and **CREATOR**.

Filter your search of the **Roles** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **NAME**, **PARENT ROLE**, and **CREATOR**. For more information, see *Using the search filter*.

Figure 51. Navigating the roles page



Callout	Name	Description
1	Check box	Select the check box of one or more roles to enable **REMOVE**.
2	REMOVE	Click to remove a user from the server. Do not remove all of the roles. If you remove all of the roles, you cannot create additional roles for new users. If a role is assigned to a user, you cannot delete the role on the Roles page. See [Users page]() for more information.
3	Dealer	When the dealer portal approves a new dealer request, PowerManage creates a Dealer role: the default name is <dealer name><space>Dealer. The dealer role can manage panels in the dealer group and create dealer installers.
4	Installer	When the dealer portal approves a new dealer request, PowerManage creates an Installer role: the default name is <dealer name><space>Installer. The installer role can only manage panels in the dealer group.
5	ADD ROLE	Click to create a new role
6	Edit role	Click to edit a role **Note:** You cannot edit the Administrator role; all the permissions are enabled by default.

Related topics

[Role types]()

[Editing a role]()

[Adding a new role]()

[Dealer registration]()

[Adding dealer installers]()

Role types

The server uses three predefined role types: Administrator, Operator, and Event interface user.

You can change or remove these roles but do not remove all of the roles. If you remove all of the roles, you cannot create additional roles for new users.

Administrator

The administrator role can access all of the menus and pages. Managers use the administrator role.

Operator

The operator role can access all of the menus except the **System** list. Users that control panels but do not have any server configuration permissions use the operator role.

Event interface user

By default, the event interface user role does not have any permissions. The automation software uses the role to retrieve alarm video scripts from the PowerManage server.

Related topics

Navigating the Roles page

Adding a new role

Editing a role

Adding a new role

1. In the navigation pane, from the **System** list, select **Roles**.
2. On the **Roles** page, click **ADD ROLE**.
3. In the **Name** field, enter a role name.
4. From the **Parent Role** list, select a parent role.
5. From the **Unit Groups** list, select one or more groups that the role manages.

   Note: A group defines the panel types that the role manages. For more information about groups, see *Groups page*.
6. Click **SAVE**.

Related topics

Navigating the Roles page

Editing a role

Role types

Editing a role

1. In the navigation pane, from the **System** list, select **Roles**.
2. Navigate to the role to edit and click the **Edit Role** button. For more information, see Edit role in *Navigating the Roles page*.
3. Edit the role with one or more of the following actions:
   - Edit the information required in the **Name** and **Unit groups** fields.
   - To delete a unit group, click **X**.
   - To add a unit group, click the **Unit groups** field and select one or more unit groups from the **Unit Groups** list.
4. Click **SAVE**.

Related topics

Navigating the Roles page

Role types

Adding a new role

Central stations page

Navigating the Central stations page

Use the **Central stations** page to manage the central station applications that connect to the PowerManage server.

On the **Groups** page, connect groups to one or more of the central stations defined on this page. For more information about groups, see *Groups page*.

Each row on the **Central stations** page represents a role and displays the following information:

- The Central station name
- The protocol used
- The communication parameters of the central station

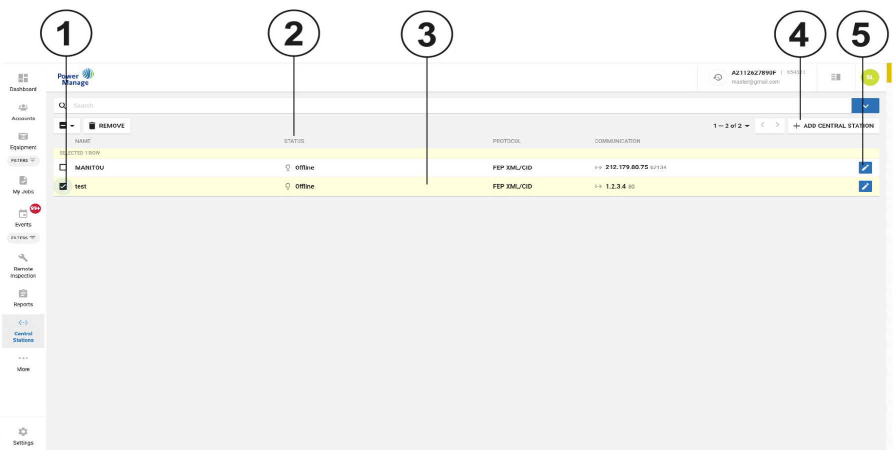
This information is contained in the column titles: **NAME**, **PROTOCOL**, and **COMMUNICATION**.

Filter your search of the **Central stations** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **NAME**, **PROTOCOL**, **HOST**, **PORT**, and **DEVICE**. For more information, see *Using the search filter*.

Note:

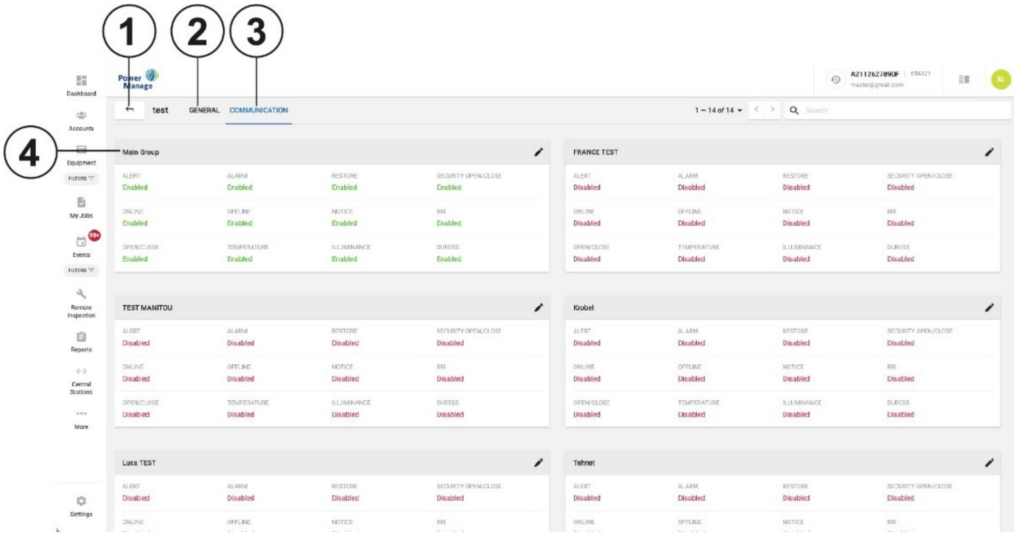
- The **Central stations** page is an automation application.
- Self-monitoring users do not need to use this page.

Figure 52. Navigating the Central Stations page



Callout	Name	Description
1	Check box	Select the check box of one or more central station applications to enable **REMOVE**.
2	STATUS	Displays the connection status of the central station.
3	CS row	Click to open a CS examination pane with **GENERAL** and **COMMUNICATION** tabs. The **GENERAL** tab includes general information about the CS, for example, name, protocol, heart beat. The **COMMUNICATION** tab lists the groups and enables or disables event groups identical functionality under **Groups**, then the **CS COMMUNICATING** tab.
4	ADD CENTRAL STATION	Click to add a new central station. For more information about how to add a central station, see *Adding a central station* and *Adding or editing central stations*.
5	Pencil icon	Click to edit a central station configuration. For more information about how to edit a central station, see *Editing a central station configuration* and *Adding or editing central stations*.

Figure 53. CS communication



Callout	Name	Description
1	Back arrow	Click to return to CS list
2	GENERAL tab	CS parameter
3	COMMUNICATION tab	Enable or disable event forwarding from all groups. To access the Communication tab, from the menu, click **More** > **Groups** > **CS Communicating**
4	CS Name	Name of each Central Station

Related topics

[Adding a central station]

[Adding or editing central stations]

[Editing a central station configuration]

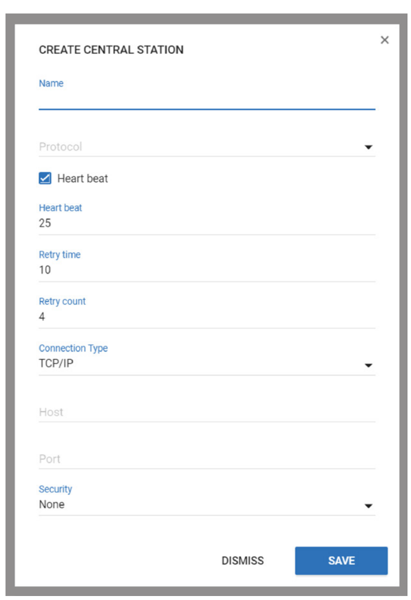
[Removing a central station]

Adding or editing central stations

Configure the central station settings when you add a new central station or edit an existing central station configuration.

For more information, see [Adding a central station] and [Editing a central station configuration].

Figure 54. Central station settings dialog box



The following list defines the central station settings:

- **Name:** Enter a name that is local and identifiable to the server.

  Note: When adding a central station, the **Name** field is mandatory. When editing a central station, the **Name** field is read-only.
- **Protocol:** Select a protocol that is suitable for the central station or automation. For example, MasterMind or Patriot servers use NMLR2 protocols, and BOLD's Manitou server uses FEP protocol.
- **Heart beat:** Define how often the server checks the status of the connection. The heart beat is measured in seconds.
- **Retry time:** Define how often the server automatically tries to send a message to the central station in case of a failure.
- **Retry count:** Define how many times the server automatically tries to send a message to the central station in case of a failure.
- **Connection type:** From the Connection type list, select one of the following options:
  - TCP/IP. If you select TCP/IP, continue to enter the required information in the Host and Port fields.
  - Serial connection type. If you select Serial, enter a serial port in the Serial Port field.
  - HTTP protocol. For more information, see *Central Station HTTP protocol*
- **Security:** If you select a **TCP/IP** connection, from the **Security** list, select one of the following options: **TLS 1** or **None**.

Adding a central station

1. From the navigation pane, click **System** > **Central Stations**.
2. Click **ADD CENTRAL STATION**.
3. Enter the information required in the **Name**, **Protocol**, **Heart beat**, **Retry time**, **Retry count**, and **Connection Type** fields. For more information, see *Adding or editing central stations*.
4. Click **SAVE**.

Related topics

Navigating the Central stations page

Adding or editing central stations

Editing a central station configuration

Removing a central station

Editing a central station configuration

1. From the navigation pane, click **System** > **Central Stations**.
2. To edit a central station, click **Edit**.
3. Enter the information that is required in the **Name**, **Protocol**, **Heart beat**, **Retry time**, **Retry count**, and **Connection Type** fields. For more information, see *Adding or editing central stations*.
4. Click **SAVE**.

Related topics

Navigating the Central stations page

Adding or editing central stations

Adding a central station

Removing a central station

Removing a central station

1. In the navigation pane, click **System**, then click **Central Stations**.

2. Select the check box of one or more central stations to remove.
3. Click **REMOVE**.
4. To confirm the function, click **OK**.

Related topics

[Navigating the Central stations page]

[Adding or editing central stations]

[Adding a central station]

[Editing a central station configuration]

Basic configurations page

Navigating the Basic configurations page

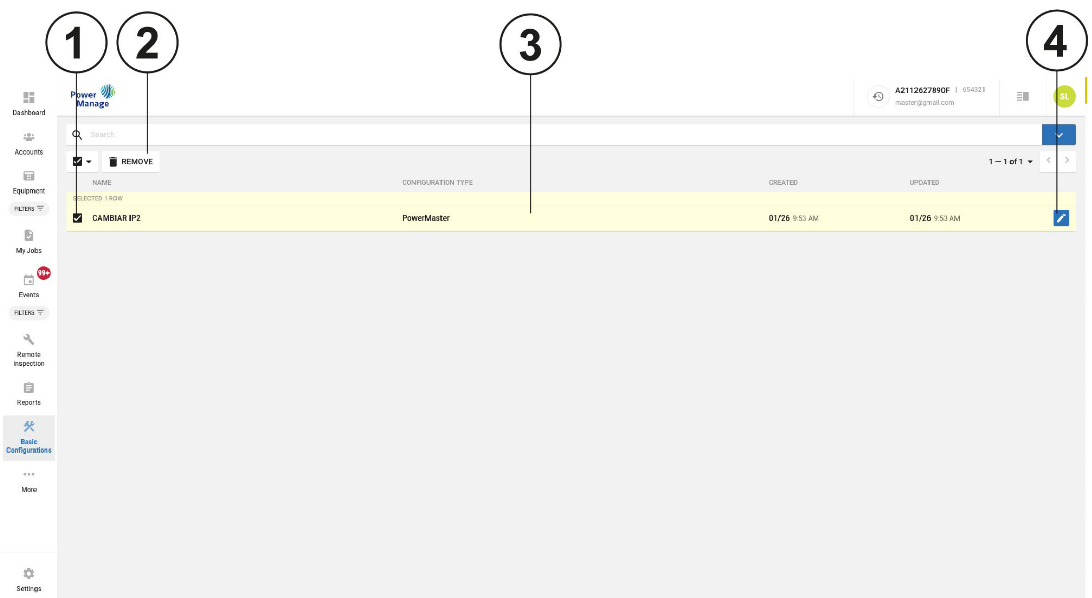
Manage the panel configurations that you create on the **Basic Configurations** page. A basic configuration is a copy of one or more configuration parameters from an existing panel that you can use for multiple panels. To create a basic configuration from an existing panel configuration, see *Creating a basic configuration from an existing panel configuration*.

To push a basic configuration to one or more panels, see *Pushing a basic configuration to one or more panels*.

Each row on the page represents a basic configuration. A row displays the configuration name, panel model, creation date, and update time. This information is contained in the column titles: **NAME**, **PANEL MODEL**, **CREATED**, and **UPDATED**.

Filter your search of the **Basic Configurations** page by selecting one or more filter values from the **Search** list. From the **Search** list, select a filter value from one or more of the following keys: **NAME**, **VENDOR**, and **CREATED**. For more information, see *Using the search filter*.

Figure 55. Navigating the basic configurations page



Callout	Name	Description
1	Check box	Select the check box of one or more basic configurations to enable **REMOVE**.
2	**REMOVE**	Click to remove one or more basic configurations
3	Basic configuration	Click the basic configuration row to view a list of the panels eligible for configuration.
4	Edit configuration	Click to edit the basic configuration. For more information about basic configuration parameters, see *Basic configuration parameters*.

Related topics

[Basic configurations page]

[Basic configuration parameters]

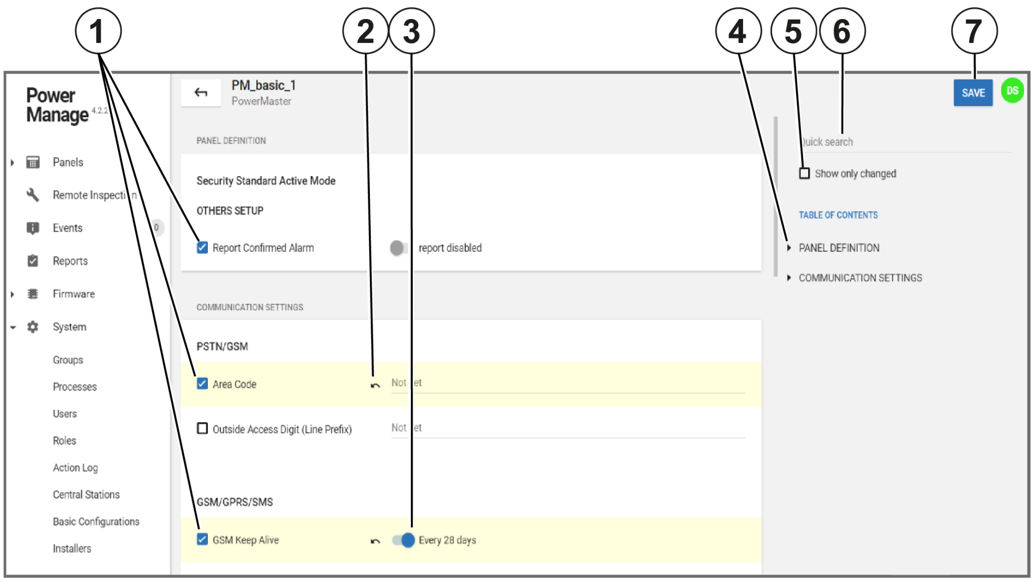
[Editing a basic configuration]

[Removing a basic configuration]

Basic configuration parameters

To configure the parameters of a basic configuration, on the **Basic Configuration** page, click the edit configuration button. For more information, see Edit configuration in [Navigating the Basic configurations page].

Figure 56. Navigating the basic configuration parameters



Callout	Name	Description
1	Selected parameters	When you push a basic configuration to one or more panels on the **Panels** page, only the selected fields are pushed to the panel configuration. You can select or clear other parameter check boxes to include or exclude the parameters from the basic configuration.
2	Undo	Click the undo arrow to undo a selection or change.
3	Enable or disable	Click to enable or disable functions
4	Table of contents	Expand the table of contents to navigate the configuration parameters quickly.
5	Show only changed	Select the **Show only changed** check box to only view the parameters you edit.
6	Quick search	Enter a search term in the **Quick search** field to search the configuration parameters. You can search parameter names and the possible values of the parameters.
7	SAVE	Click to update the basic configuration. If you make any change, **SAVE** is enabled.

Related topics

[Basic configurations page]

[Editing a basic configuration]

[Removing a basic configuration]

Editing a basic configuration

1. In the navigation pane, from the **System** list, select **Basic Configurations**.
2. Click the **EDIT** button to edit basic configurations.

3. Make the required changes. For more information, see *Basic configuration parameters*.
4. Select the **Show only changed** check box to review the changes.

   Note: Use the **Quick search** bar and expand the **TABLE OF CONTENTS** to navigate the basic configurations.
5. Click **SAVE**.

Related topics

Basic configurations page

Basic configuration parameters

Removing a basic configuration

Removing a basic configuration

1. In the navigation pane, from the **System** list, select **Basic Configurations**.
2. Select the check box of the basic configuration to remove.
3. Click **REMOVE**.

Related topics

Basic configurations page

Basic configuration parameters

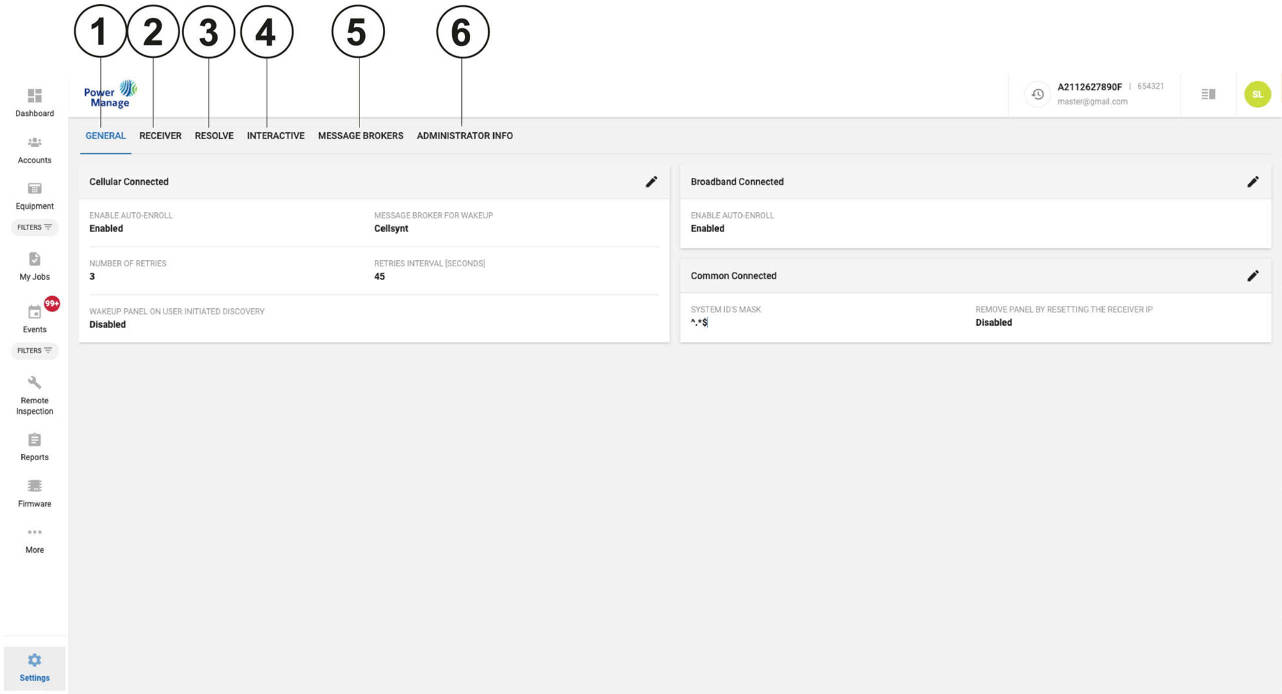
Editing a basic configuration

Settings page

Navigating the Settings page

Use the settings page to set up server configuration parameters.

Figure 57. Navigating the Settings page



Callout	Name	Description
1	GENERAL	Use the **GENERAL** tab to: • Enable or disable the auto-enrollment of panels to the server. To enable the auto-enrollment of panels by cellular connection, see Editing the cellular connection settings. To enable the auto-enrollment of panels by broadband connection, see Enabling or disabling the auto-enrollment of panels to the server by broadband connection. • Select a message broker for SMS wake up. For more information, see Adding a message broker to the system and Editing the user notifications settings. • Enable or disable wakeup SMS generation when the user starts a discovery process. For more information, see Editing the cellular connection settings. • Set a mask to enable only specific panels and prohibit authorized panels to connect to the server. For more information, see Masking the system ID. • Enable or disable the automatic deletion of the server IP address from a panel when you remove it from the server. For more information, see Enabling or disabling the automatic deletion of the server IP address from a panel when you remove it from the server.
2	RECEIVER	Use the **RECEIVER** tab to: • Enable or disable online and offline event the generation. For more information, see Enabling or disabling the generation of system online and offline events for one and two-channel panels. • Enable or disable email and SMS notifications for online and offline events. For more information, see Enabling or disabling email and SMS notifications for panel online and offline events.

3	RESOLVE	Use the **RESOLVE** tab to: - Enable or disable remote inspection success or failure event generation. - Enable or disable email notifications for successful remote inspections. For more information, see Enabling or disabling remote inspection success email notifications to the customer.
4	INTERACTIVE	Use the **INTERACTIVE** tab to: - Enable or disable the user app or the installer app as a default for new panels that you enroll in the server. For more information, see Editing the interactive session settings. - For PSP panels that connect to the server with an IP channel, enable or disable a connection to the DLS service. The server prompts the panel to connect to the DSL application. This is also known as firewall friendly protocol transfer. For more information, see Editing the interactive session settings. - Enable or disable user permission to grant the installer access to the user's panel with the user application. For more information, see Editing the interactive session settings. - Limit the number of active user sessions for each server and for each panel. For more information, see Editing the user notifications settings. - Enable or disable email notifications for emails with video attachments and emails without video attachments. For more information, see Editing the interactive session settings. - Enable user app notifications with a pop-up dialog box. For more information, see Editing the user notifications settings.
5	MESSAGE BROKERS	Use the **MESSAGE BROKERS** tab to: - Add a message broker to the system so the PowerManage server sends SMS messages to panels. For more information, see Adding a message broker to the system. - Remove a message broker. For more information, see Removing a message broker from the server. - Edit message broker information. For more information, see Editing message broker information.
6	ADMINISTRATOR INFO	Use the **ADMINISTRATOR INFO** tab to add information about the server administrator, such as name, address, and email.

General tab

Editing the cellular connection settings

1. In the navigation pane, click **System** > **Settings**.
2. On the **GENERAL** tab, in the **CELLULAR CONNECTED** section, click **EDIT**.
3. In the **EDIT CELLULAR CONNECTED SETTINGS** dialog box, perform one or more of the following actions:
    - To select a message broker for SMS wakeups, from the drop-down list, select a message broker from the **MESSAGE BROKERS** tab. For more information, see Adding a message broker to the system.
    - To set the number of times the server sends a wakeup SMS if the first wake up fails, enter the number in the **Number of retries** field.
    - To set the time interval between each SMS wakeup retry, enter a time in seconds in the **Retries Interval [seconds]** field.
    - To enable the auto-enrollment of panels to the server, select the **Enable Auto-Enroll** check box. To disable the auto-enrollment of panels to the server, clear the **Enable Auto-Enroll** check box.

- To enable wakeup SMS generation when the user starts a discovery process, select the **WakeUp panel on user initiated discovery** check box. To disable wakeup SMS generation when the user starts a discovery process, clear the **WakeUp panel on user initiated discovery** check box.

4. Click **SAVE**.

Enabling or disabling the auto-enrollment of panels to the server by broadband connection

1. In the navigation pane, click **System** > **Settings**.
2. On the **GENERAL** tab, in the **BROADBAND CONNECTED** section, click **EDIT**.
3. In the **EDIT BROADBAND CONNECTED SETTING** dialog box, perform one or more of the following actions:
   - To enable the auto-enrollment of panels to the sever, select the **Enable Auto-Enroll** check box.
   - To disable the auto-enrollment of panels to the sever, clear the **Enable Auto-Enroll** check box.
4. Click **SAVE**.

Masking the system ID

1. In the navigation pane, click **System** > **Settings**.
2. On the **GENERAL** tab, in the **COMMON CONNECTED** section, click **EDIT**.
3. Enter a system ID mask in the **System ID's Mask** field, in the **EDIT COMMON CONNECTED SETTINGS** dialog box.
4. Click **SAVE**.

Enabling or disabling the automatic deletion of the server IP address from a panel when you remove the IP address from the server

1. In the navigation pane, click **System** > **Settings**.
2. From the **GENERAL** tab, in the **COMMON CONNECTED** section, click **EDIT**.
3. In the **EDIT COMMON CONNECTED SETTINGS** dialog box, perform one of the following actions:
   - To enable the automatic deletion of the server IP address from a panel when you remove it from the server, select the **Remove Panel by Resetting the Receiver IP** check box.
   - To disable the automatic deletion of the server IP address from a panel when you remove it from the server, clear the **Remove Panel by Resetting the Receiver IP** check box.
4. Click **SAVE**.

Receiver tab

Enabling or disabling email and SMS notifications for online and offline panel events

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **RECEIVER** tab, in the **SUPERVISION** section, click **EDIT**.
3. **Optional:** In the **EDIT SUPERVISION SETTINGS** dialog box, to enable or disable email notifications, perform one or more of the following actions:
   - To enable email notifications, select the **Send Notification Email on Online/Offline Event** check box.
   - To disable email notifications, clear the **Send Notification Email on Online/Offline Event** check box.
4. **Optional:** In the **EDIT SUPERVISION SETTINGS** dialog box, to enable SMS notifications, perform one or more of the following actions:
   - To enable email notifications, select the **Send Notification SMS on Online/Offline Event** check box.
   - To disable email notifications, clear the **Send Notification SMS on Online/Offline Event** check box.
5. Click **SAVE**.

Enabling or disabling the generation of system online and offline events for one and two-channel panels

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **RECEIVER** tab, in the **SUPERVISION** section, click **EDIT**.
3. **Optional:** In the **EDIT SUPERVISION SETTINGS** dialog box, to enable or disable system online and offline event generation for one-channel panels, perform one or more of the following actions:
   - To enable the generation of system online and offline events, select the **Generate `SYSTEM OFFLINE/ONLINE` Events for One-Channel Panels** check box.
   - To disable the generation of system online and offline events, clear the **Generate `SYSTEM OFFLINE/ONLINE` Events for One-Channel Panels** check box.
4. **Optional:** In the **EDIT SUPERVISION SETTINGS** dialog box, to enable or disable the generation of system online and off-line events for two-channel panels, perform one or more of the following actions:
   - To enable the generation of system online and offline events, select the **Generate `SYSTEM OFFLINE/ONLINE` Events for Two-Channel Panels** check box.
   - To disable the generation of system online and offline events, clear the **Generate `SYSTEM OFFLINE/ONLINE` Events for Two-Channel Panels** check box.
5. Click **SAVE**.

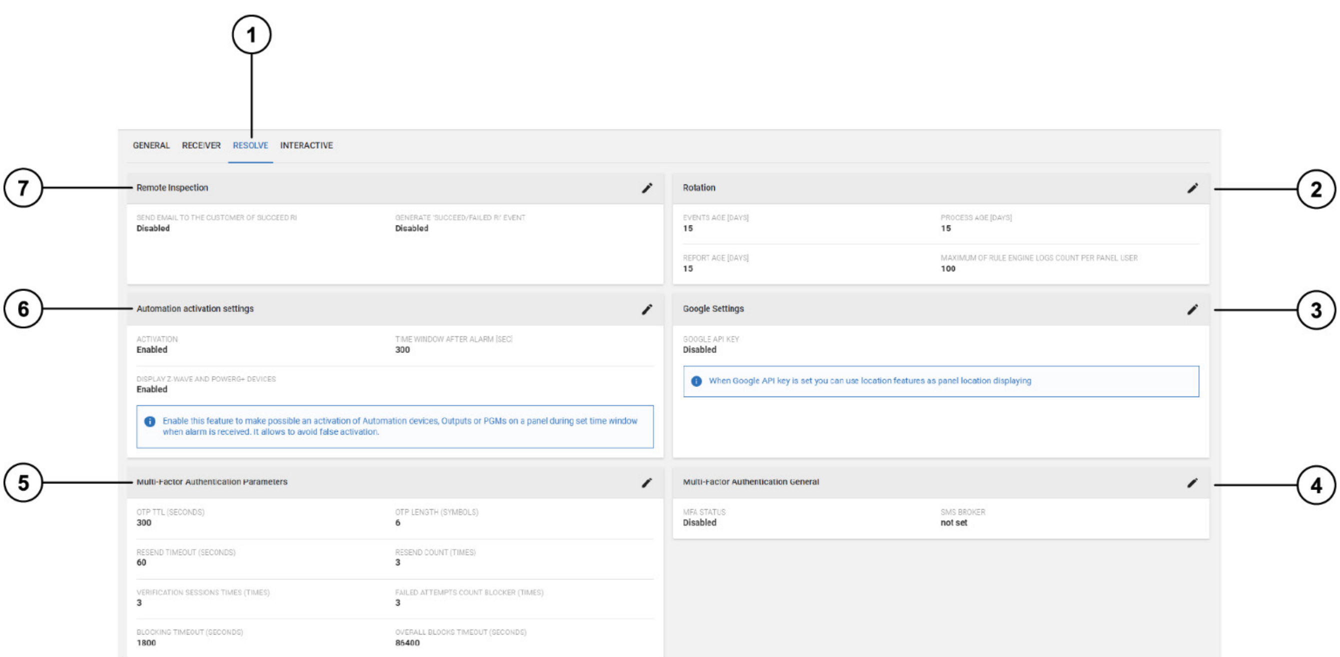
Resolve tab

Navigating the resolve page

To access the **RESOLVE** page:

1. Click **Settings**.
2. Click the **RESOLVE** tab in the ribbon menu.

Figure 58. Resolve tab



Callout	Description	Function
1	**RESOLVE** tab	Click to access the **RESOLVE** page

Callout	Description	Function
2	Rotation	Set the length of time that events, processes, and reports are saved on the server. MAXIMUM OF RULE ENGINE LOGS COUNT PER PANEL USER: Use this option to limit the number of rule engine events logged in the user app, for each user. When the number of rule engine logs reaches the limit that you set here, the user app deletes the older log to make space for the newer log.
3	Google settings	Enable the Google API key to use location features.
4	Multi-Factor Authentication General	You can set the SMS broker here.
5	Multi-Factor Authentication Parameters	You can set the MFA options here.
6	Automation activation settings	Enable this feature to permit activation of outputs or PGMs on a panel during a set time window when an alarm is received in order to avoid false activation of security equipment. DISPLAY Z-WAVE AND POWERG+ DEVICES: When you enable this option: • In the panel hub, the **OUTPUTS** tab change to **AUTOMATION**. • In the **AUTOMATION** tab you can view and control the Z-Wave and PowerG+ automation devices. *Related topics* • *Outputs or Automation tab*
7	Remote inspection	You can enable or disable email notifications to the customer for successful report inspection and also enable or disable generating events for successful or failed inspections.

Interactive tab

Editing the user notifications settings

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **INTERACTIVE** tab, in the **USER NOTIFICATIONS** section, click **EDIT**.
3. In the **EDIT USER NOTIFICATIONS SETTINGS** dialog box, perform one or more of the following actions:
   - To select a message broker for user notifications, from the **Message Broker** drop-down list, select a message broker. For more information, see Adding a message broker to the system.
   - To enable email notifications with video attachments, select the **Enable Emails with Attached Video** check box.
   - To disable email notifications with video attachments, clear the **Enable Emails with Attached Video** check box.
   - To enable email notifications without video attachments, select the **Enable Emails without Attached Video** check box.
   - To disable email notifications without video attachments, clear the **Enable Emails without Attached Video** check box.
4. Click **SAVE**.

Editing the interactive session settings

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **INTERACTIVE** tab, in the **INTERACTIVE SESSION** section, click **EDIT**.
3. In the **EDIT INTERACTIVE SESSION SETTINGS** dialog box, perform one or more of the following actions:
   - In the **Application Type** field, enter the type of application.
   - To limit the number of connections to a server at a time, enter the maximum number in the **Limit of Concurrent Interactive Connections per Server** field.
   - To limit the number of connections to a panel at a time, enter the maximum number in the **Limit of Concurrent Interactive Connections per Panel** field.
   - To enable the user app as a default for new panels that are enrolled in the server, select the **Enable User App for New Incoming Panels** check box. To disable the user app as a default for new panels that are enrolled in the server, clear the **Enable User App for New Incoming Panels** check box.
   - To enable the installer app as a default for new panels that are enrolled in the server, select the **Enable Installer App for New Incoming Panels** check box. To disable the installer app as a default for new panels that are enrolled in the server, clear the **Enable Installer App for New Incoming Panels** check box.
   - To enable DLS service, select the **Enable DLS service** check box. To disable DLS service, clear the **Enable DLS service** check box.
   - To enable the ability for the user to grant the installer access to the user's panel with the user application, select the **Approve Installer Access by User** check box. To disable the ability for the user to grant the installer access to the user's panel with the user application, clear the **Approve Installer Access by User** check box.
4. Click **SAVE**.

Editing the advertisement settings

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **INTERACTIVE** tab, in the **ADVERTISEMENT** section, click **EDIT**.
3. In the **EDIT ADVERTISEMENT SETTINGS** dialog box, in the URL field, enter the URL address.
4. Click **SAVE**.

Message brokers tab

Add a message broker to the system to enable the PowerManage server to send SMS messages to the following:

- To sent message to wake up one or more panels.
- To sent notification messages to the homeowner's phone number.

To send an SMS, you can use the following options:

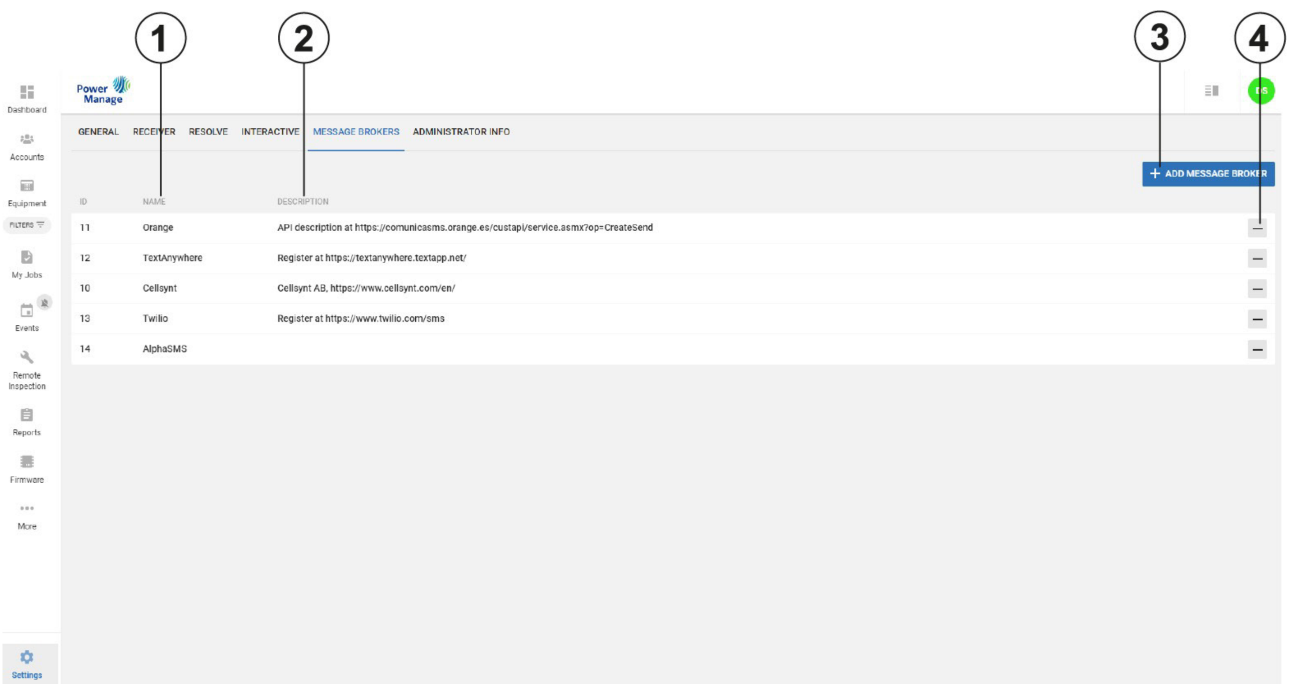
- A modem that connects serially to the server.
- A third-party message broker.

The message broker tab displays the following:

- Third party message brokers: Most message broker companies provide a similar API. You can find five leading companies' APIs on the **MESSAGE BROKER** tab. You can use and modify any of these APIs to match the message broker company that you choose.
- Modems that connect to the server

For more information, see Editing the cellular connection settings, Editing the user notifications settings, Adding a message broker to the system and Editing message broker information.

Figure 59. Navigating the MESSAGE BROKER tab



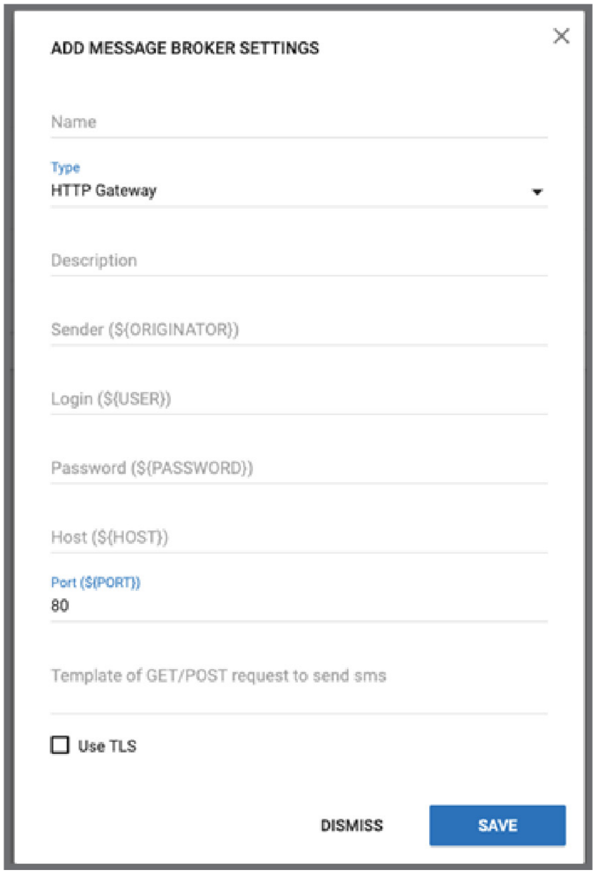
Callout	Name	Description
1	**NAME**	Displays the name of the message broker company.
2	**DESCRIPTION**	Describes the message broker.
3	**ADD MESSAGE BROKER**	Click **ADD MESSAGE BROKER** to create a message broker. For more information, see Adding a message broker to the system.
4	**-** button	Click to remove a message broker from the server.

Adding a message broker to the system

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **MESSAGE BROKERS** tab, click **ADD MESSAGE BROKER**.
3. Enter the required information in the **ADD MESSAGE BROKER SETTINGS** dialog box.
4. Click **SAVE**.

Add message broker settings

Figure 60. ADD MESSAGE BROKER SETTINGS dialog box



Name	Description
Name	The name that identifies the message broker on the **MESSAGE BROKER** tab.
Type	If the modem is connected to the server, from the **Type** drop-down, select **Serial Port**. To use a third party message broker, connect via HTTPS Ethernet (TCP/IP). From the **Type** drop-down list, select **HTTP Gateway**.
Description	Describes the message broker on the **MESSAGE BROKER** tab.
Sender (${ORIGINATOR})	Your message broker's phone number. To the user, this number displays as the SMS sender.
Login (${USER})	The user logon that the message broker provides.
Password (${PASSWORD})	The password that the message broker provides.
Host (${HOST})	The message broker's URL.
Port (${PORT})	The port to use to connect to the message broker.
Template of GET/POST request to send sms	The HTTP message that sends to the message broker. For more information about **Template of GET/POST request to send sms**, see Creating a GET or POST request template.
Use TLS	To enable TLS encryption, select the **Use TLS** check box.

Creating a GET or POST request template

The contents of the **Template of GET/POST request to send sms** field are sent as a HTTP/HTTPS message to the message broker site to send an SMS.

Important:

- The type, format, and parameters of a GET or POST message vary and depend on your message broker and your country. The following guidelines are general and you need to contact your message broker to successfully complete the task. To see a GET/POST request example, see GET or POST request example.

- The request fails if you do not press the ENTER key on the keyboard after `HTTP/1.1` in the request method statement and at the end of each request header. For more information about the request method statement, see Step 1. For more information about request headers, see Step 2.
- The request fails if the request contains any unnecessary blanks.

1. On the first line, enter the request method statement. The request method statement generally begins with the request method, for example, GET or POST, and ends with `HTTP/1.1`. Enter the URI and the required key-value pairs between the request method and `HTTP/1.1`.

   Note: It is necessary to substitute the values with local environment variables as required. For more information, see Substituting values in your GET or POST request template.

2. On a new line, enter a request header, for example, `Host:`. Enter any additional request headers and ensure each request header is on a new line. Other examples of request headers include: `User-Agent:` and `Connection:`.

   Note: Use local environment variables as required. For more information, see Substituting values in your GET or POST request template.

Substituting values in your GET or POST request template

To convert an API query string value, replace it with its relevant local environment variable.

Important: The type, format, and parameters of a GET or POST message vary and depend on your message broker. These guidelines are general and you need to contact your message broker to successfully complete the task. To see a GET/POST request example, see GET or POST request example.

Note: In GET or POST request example, the local environment variables are enclosed in curly braces and preceded by a dollar sign: `${}`.

In the example in GET or POST request example, the following conversions take place:

- `username=demot` converts to `username=${USER}`
- `&password=demo` converts to `&password=${PASSWORD}`
- `&msg=1234` converts to `&msg=${TEXT}`

Use the environment variables in the **ADD MESSAGE BROKER SETTINGS** dialog box. For more information, see Add message broker settings.

- **${ORIGINATOR}**: Your message broker's phone number. To the user, this number displays as the SMS sender.
- **${USER}**: The log on that the message broker provides.
- **${PASSWORD}**: The password that the message broker provides.
- **${HOST}**: The message broker's URL
- **${PORT}**: The port you use to connect to the message broker

As well as the environment variables in the **ADD MESSAGE BROKER SETTINGS** dialog box, PowerManage automatically creates the following variables that you can also use:

- **${CONTENT_LENGTH}**: Information about the size of POST request body
- **${ID}**: An auto-increment variable
- **${UUID}**: An auto-generated variable that is used as a message ID
- **${DESTINATION}**: SMS recipient number
- **${TEXT}**: Message text

GET or POST request example

Important: The type, format, and parameters of a GET or POST request vary and depend on your message broker. These guidelines are general and you need to contact your message broker to successfully complete the task. To see a GET/POST request example, see GET or POST request example.

Example information provided

In the following general example, the message broker site is `http://www.vianett.com` and the message broker API URL is `https://www.vianett.com/en/developers/api-documentation/http-get-post-api`.

The API description contains the following example variables:

```
https://smsc.vianett.no/v3/send?
username=demot
&password=demo
&msgid=1234
&tel=4711111111
&msg=Hello+World
&pricegroup=300
&campaignid=12345
```

GET/POST template request

```
GET /v3/send?username=${USER}&password=${PASSWORD}&msgid=${UUID}&tel=${DESTINATION}
&msg=${TEXT}&campaigned=378404HTTP/1.1
Host:${HOST}
Port:${PORT}
User-Agent:firefox
Connection:close
```

Editing message broker information

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **MESSAGE BROKERS** tab, click the message broker to edit.
3. Edit the required information in the **ADD MESSAGE BROKER SETTINGS** dialog box.
4. Click **SAVE**.

Removing a message broker from the server

1. In the navigation pane, click **System**, then click **Settings**.
2. On the **MESSAGE BROKERS** tab, navigate to the message broker to remove and select **X**.
3. Click **OK**.

PowerManage 4.16 updates

See the following list of PowerManage 4.16 updates.

- *IQ panels support*
- *Billing status view*
- *Menu settings*
- *Privacy Policy*
- *Extended error information*
- *Equipment page redesign*
- *Billing plan*
- *State tab redesign*
- *Download log and Sending reboot command*
- *Customer pane*
- *Info tab*
- *System tests*
- *Displaying Z-wave and PowerG+ devices on the Automation tab*
- *Firmware upgrade*
- *Groups*
- *Roles*
- *Users*
- *Basic configuration enhancement*
- *Processes page and tab redesign*
- *Events source*
- *Display Z-wave and PowerG+ devices*
- *Maximum of Rule Engine logs count per panel user*
- *Working key*

IQ panels support

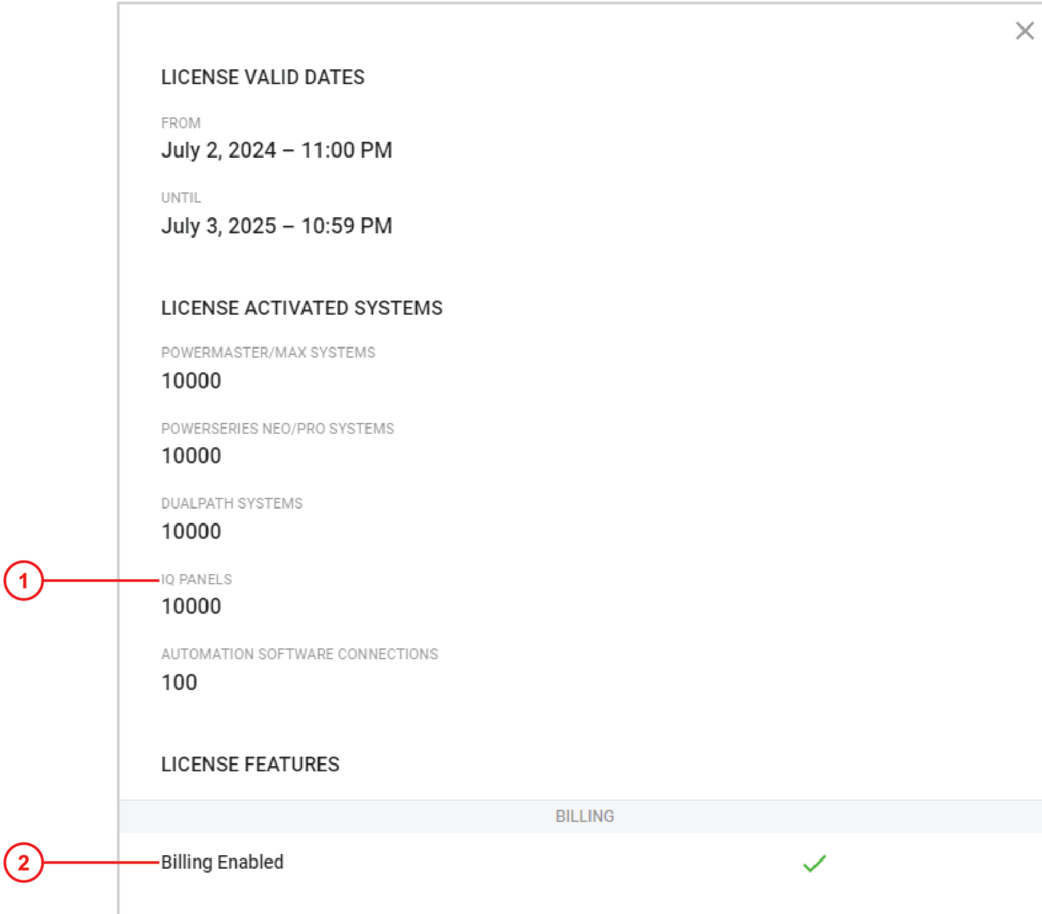
Most 4.16 updates are for IQ panels support. For more information, see the following topics.

- *License*
- *Glossary*
- *Dealer registration*
- *Adding dealer installers*
- *Adding IQ panel to PowerManage*
- *Connecting IQ panel with PowerManage*
- *IQ panel activation*

License

To support the IQ panels, the PowerManage license must include the **Billing Enabled** and **IQ panels** items.

To see the PowerManage license, click on the PowerManage icon on the upper-left side of the window, then click **Show license info**:



Callout	Name	Description
1	IQ PANELS	Indicates that PowerManage can enroll up to 10000 IQ panels.
2	Billing Enabled	Indicates that PowerManage can perform billing for the IQ panels.

Glossary

See the following table for a description of the main terms related to the IQ panels support.

Term	Description
Dealer+	Dealer that owns his PowerManage server: see *Self-hosted PowerManage*. The Dealer+ has full access over the PowerManage.
Dealer	Dealer that owns one group on the Johnson Controls's PowerManage server: see *Johnson Controls hosted PowerManage*. The Dealer has full access over his group.
Sub-dealer	Same as Dealer except that he owns one group in a Self-hosted PowerManage server.
Dealer installer	Installer created by the Dealer+, Dealer or sub-dealer, that can manage the dealer's panels through the AlarmInstall app and PowerManage website.
Self-hosted PowerManage	PowerManage that is owned by Dealer+ and not by Johnson Controls. The Dealer+ has full access over the PowerManage. It may be a cloud instance or hardware server. The PowerManage includes one Dealer+ and multiple sub-dealers.
Johnson Controls hosted PowerManage	PowerManage that is controlled and managed by Johnson Controls. Dealers with their groups enroll to this PowerManage.

Note: In this document dealer refers to Dealer+, Dealer and Sub-dealer.

Dealer registration

Note: Dealer+ must set up his own PowerManage server before starting the registration process.

To become an IQ panel Dealer+, Dealer, or Sub-dealer, you must submit your request to the dealer portal, https://dealer.powermanage.com.

When the dealer portal approves the dealer's request, it sends an email to him with the PowerManage credentials, user name and one-time-password (OTP password). The dealer is asked to change the OTP password on his first logon.

At the same time, PowerManage performs the following actions:

- Creates a dealer group. For more information, see *Dealer groups.*
- Creates two roles. For more information, see *Dealer roles.*
- Creates user with the dealer role. For more information, see *Dealer users.*

Notes:

1. When the dealer portal approves a Sub-dealer request, it sends a notification email to the Dealer+ of the Sub-dealer too.
2. When the dealer portal suspends or unsuspends a dealer, it sends a notification email to the dealer.

Dealer can invite new installers to become their installers. For more information, see *Adding dealer installers*.

Dealer can add new IQ panels to PowerManage. For more information, see *Adding IQ panel to PowerManage* and *Connecting IQ panel with PowerManage*.

Dealer, sub-dealer and new installer can view panels in the dealer group.

PowerManage uses the dealer ID to add IQ panels to the relative dealer group. For more information, see *Adding IQ panel to PowerManage* and *Connecting IQ panel with PowerManage*.

Adding dealer installers

Dealer installer can view and manage all dealer's panels through the AlarmInstall app and PowerManage, and can add new IQ panels to PowerManage. For more information, see *Adding IQ panel to PowerManage* and *Connecting IQ panel with PowerManage*.

There are two ways to become a dealer installer:

- Upon request initiated by the installer. For more information, see *Installer initiator*.
- Upon invitation initiated by the dealer. For more information, see *Dealer invitation*.

Installer initiator

To become a dealer installer, complete the following steps.

1. Run AlarmInstall and tap **Remote mode**.
2. In the **Server** field, enter the PowerManage URL and tap **Sign Up**.
3. In the **Enter your info** page, enter the required information: in the **Dealer ID** field, enter the dealer ID.

Note: If you enter an incorrect dealer ID, the dealer cannot enable you, and you cannot see the dealer's panels.

4. Tap **SIGN UP**.

Note: If you do not enter a dealer ID then you become a regular installer listed in PowerManage under **Accounts** > **INSTALLERS**. Regular installer cannot access the PowerManage server and activate IQ panels.

5. Complete the two-factor authentication (2FA) process.

Note: If you do not see the 2FA email, check the email spam folder.

PowerManage adds you in the **Users** page with the <dealer name><space>Installer role.

You are suspended until the dealer or PowerManage administrator enables you.

To enable a suspended installer, complete the following steps.

1. In the **Users** page, click on the three vertical dots on the right side of the suspended installer row.

2. Click **Enable**.

Dealer invitation

The dealer can invite an installer to become a dealer installer by completing the following steps.

1. In the **Users** page, click **ADD USER**.
2. Enter the installer information and click **SAVE**.
3. Inform the installer on his user name and password.

Adding IQ panel to PowerManage

Notes: If the IQ panel has Wi-Fi connection, you can add the IQ panel to PowerManage also as outlined in *Connecting IQ panel with PowerManage*.

Prerequisites: You need the IQ panel IMEI. For more information, refer to the IQ panel's technical documentation.

To add an IQ panel to PowerManage, complete the following steps.

1. Click **Equipment** on the navigation pane.
2. Click **ADD PANEL** and enter the required information:
    a. In the **Panel type** menu, select IQ Panel.
    b. In the **IMEI** field, enter the IQ panel IMEI.
    c. In the **Group** menu, select the group of the IQ panel dealer.
    d. Enter the other information as outlined in *Adding panels to the server*.
3. Click **SAVE**.

After you added the IQ panel, you must activate it. For more information, see *IQ panel activation*.

Connecting IQ panel with PowerManage

Note: This topic outlines IQ panel connection with PowerManage when the IQ panel has a Wi-Fi connection. If the IQ panel has no Wi-Fi connection, see *Adding IQ panel to PowerManage*.

You can connect the IQ panel with PowerMange through the Fibro protocol and through the Lightweight Machine to Machine (LwM2M) protocol:

- Fibro protocol can send events, Video Verification (VV) alarm clips, and Video on Demand (VOD) clips.
- LwM2M protocol can read and write all the IQ panel data, and can send events.

When you connect the IQ panel to PowerManage through the Fibro protocol, PowerManage adds the IQ panel to the **Equipment** page as Fibro Transmitter.

When you connect the IQ panel to PowerManage through the LwM2M protocol, PowerManage adds the IQ panel to the **Equipment** page with its IMEI number.

After you added the IQ panel, you must activate it. For more information, see *IQ panel activation*.

To connect the IQ panel through the Fibro protocol, see *Connecting IQ panel through Fibro protocol*.

To connect the IQ panel through the LwM2M protocol, see *Connecting IQ panel through LwM2M protocol*.

Connecting IQ panel through Fibro protocol

To send IQ panel evens, VV clips, and VOD clips to PowerManage, you must set up the Fibro connection on the panel.

Note: The LwM2M protocol can also send events but cannot send VV and VOD clips.

Related topics

- *Setting up Fibro connection on the IQ panel UI*
- *Setting up Fibro connection on AlarmInstall*

Setting up Fibro connection on the IQ panel UI

To set up the Fibro connection on the IQ panel UI, complete the following steps.

1. Open the main menu, then tap **SETTINGS** > **ADVANCED SETTINGS**.
2. Enter the installer code or the dealer code.
3. Tap **INSTALLATION** > **RECEIVER OPTIONS** and the **RECEIVER** tab.
4. Tap the pencil of a receiver row with all zeros.
5. Set the required options.

   Note: Make sure to enter 3061 in the **Receiver Port** option.

6. Tap **SAVE**.

Setting up Fibro connection on AlarmInstall

You can always set up the Fibro connection through local connection of the AlarmInstall app with the IQ panel.

If the IQ panel is already connected to PowerManage through the LwM2M protocol, and has Ethernet connection, you can also use the remote connection:

- For more information on how to connect AlarmInstall with the IQ panel, refer to the AlarmInstall instructions.
- For more information on how to connect the IQ panel with PowerMange, through the LwM2M protocol, see *Connecting IQ panel through LwM2M protocol*.

To set up the Fibro connection through the AlarmInstall app, complete the following steps.

1. Connect AlarmInstall with the IQ panel.
2. On the lower side of **Dashboard** page, tap the **Config** icon.
3. Tap **Installation** > **Receiver Options** > **Receivers**.
4. Tap a receiver's row with all zeros, and then tap the pencil in the lower-left corner.
5. Set the required options.

   Note: Make sure to enter 3061 in the **Receiver Port** option.

6. Tap **Save**.

Connecting IQ panel through LwM2M protocol

To read and write IQ panel data through PowerManage and send IQ panel events to PowerManage, you must set up the LwM2M connection on the panel.

Related topics

- *Setting up LwM2M connection on the IQ panel UI*
- *Setting up LwM2M connection on AlarmInstall*

Setting up LwM2M connection on the IQ panel UI

To set up the LwM2M connection on the IQ panel UI, complete the following steps.

1. Open the main menu, then tap **SETTINGS** > **ADVANCED SETTINGS**.
2. Enter the installer code or the dealer code.
3. Tap **INSTALLATION** > **POWERMANAGE OPTIONS** > **PM SETTINGS**.
4. Tick **Primary** and then tap the down arrow of the **Dealer Id** option.
5. Enter the dealer ID and then tap **OK**.
6. Go to back to the previous page and tap **PM SERVER CONFIG**.

7. Tap the pencil of primary receiver.
8. In the **Host Name** option, enter the PowerManage URL; in the **Port Number** option, enter 5685.
9. Tap **SAVE**.

Setting up LwM2M connection on AlarmInstall

You can set up the Fibro connection only through local connection of the AlarmInstall app with the IQ panel. For more information on how to connect AlarmInstall with the IQ panel, refer to the AlarmInstall instructions.

To set up the LwM2M connection through the AlarmInstall app, complete the following steps.

1. Connect AlarmInstall with the IQ panel.
2. On the lower side of **Dashboard** page, tap the **Config** icon.
3. Tap **Installation** > **PowerManage Options**.
4. Enable the Primary receiver and then tap on the right arrow.
5. In the **Host Name** option, enter the PowerManage URL; in the **Port Number** option, enter 5685.
6. Tap **Save**.

Note: Before panel activation you cannot connect the AlarmInstall app to the IQ panel, using the cellular connection.

Related topics

- *IQ panel activation*

IQ panel activation

To enable the end user to manage the IQ panel using the ConnectAllarm user app, through the cellular connection, you must activate the IQ panel.

Before starting the IQ panel activation, make sure that you meet the following prerequisites.

- The IQ panel is in a dealer's group. For more information, see *Adding IQ panel to PowerManage*.
- **Optional:** If you want an installer activates the IQ panel, make sure that the installer is a dealer's installer. For more information, see *Adding dealer installers*.

To activate the IQ panel through the PowerManage website, see *IQ panel activation through PowerManage*.

To activate the IQ panel through the AlarmInstall installer app, see *IQ panel activation through AlarmInstall*.

IQ panel activation through PowerManage

To activate the IQ panel through the PowerManage website, complete the following steps.

1. Login on PowerManage website as the IQ panel dealer or a dealer's installer.
2. In the **Equipment** page, click the star button of the IQ panel.

   Note: You can find the star button also in the IQ panel equipment hub.
3. Set the billing plan for the IQ panel. For more information, see *Billing plan*.

IQ panel activation through AlarmInstall

Dealer's installers can activate the dealer's IQ panels through the AlarmInstall installer app.

For more information on how become a dealer's installer, see *Adding dealer installers*.

Notes:

1. PowerManage administrator can activate all IQ panels, and dealer can activate its IQ panels.
2. The AlarmInstall installer app can activate the IQ panels only through the remote connection.

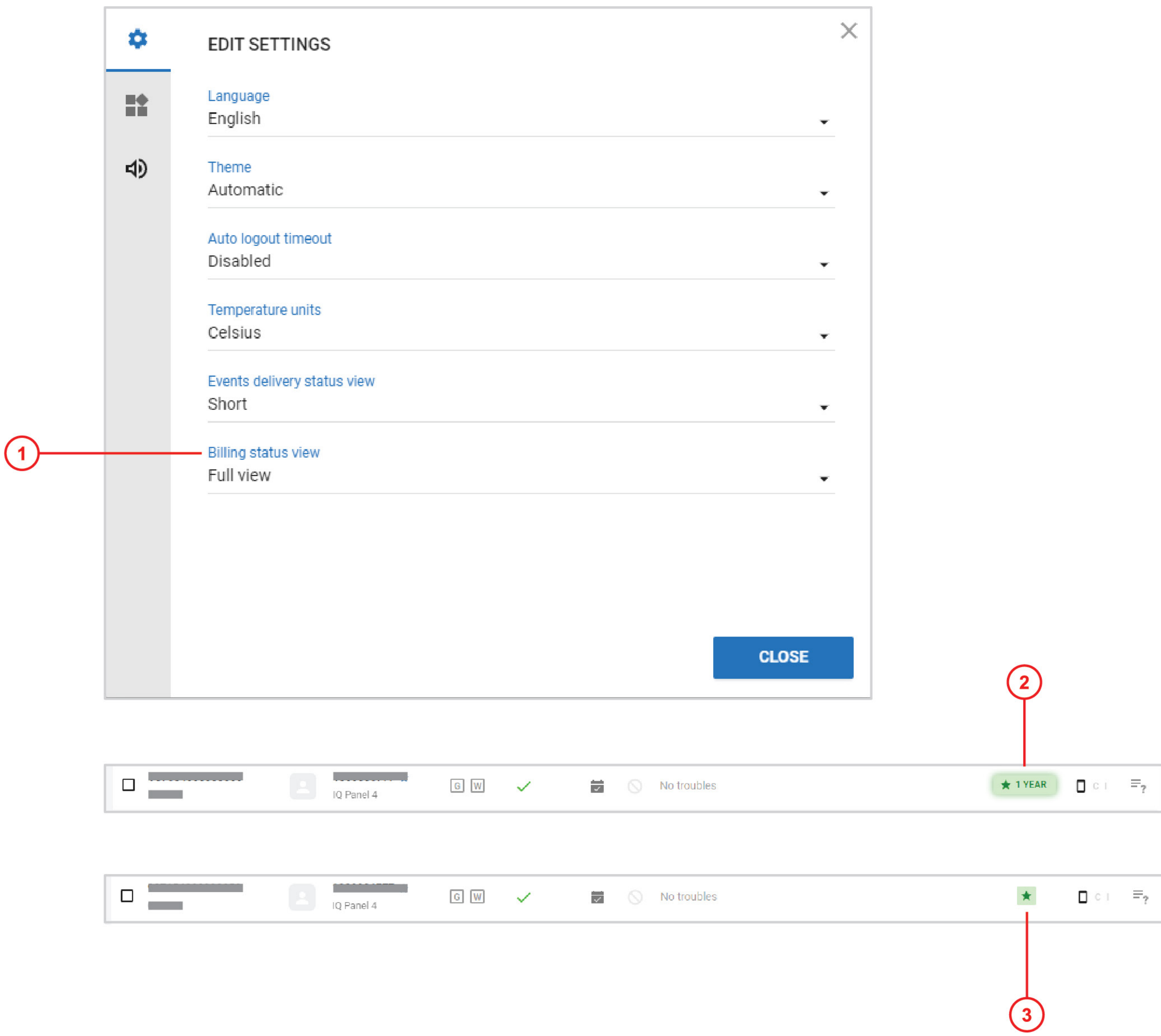
To activate the IQ panel through the AlarmInstall installer app, complete the following steps.

1. Run the AlarmInstall installer app.
2. Tap **Remote**.
3. In the **Server** field, enter the URL of the PowerManage server that the IQ panel is connected with. For more information, see *Connecting IQ panel with PowerManage*.
4. In the **E-mail** and **Password** fields, enter the installer email and password and then tap **LOGIN**.
5. Tap the pencil at the top of the panel list.
6. Tap the three dots of the IQ panel to activate and then tap **Change billing plan**.
7. Set the billing plan for the IQ panel. For more information, see *Billing plan*.

Billing status view

The PowerManage 4.16 update includes the **Billing status view** option.

To display the **Billing status view** option, click on the user icon on the top right of the PowerManage window, then click on **Settings** > **EDIT SETTINGS**:



Callout	Name	Description
1	Billing status view	Use the **Billing status view** option to set up the display mode of the billing status button in the **Equipment** page.
2	Billing status button	Full view.
3	Billing status button	Short view

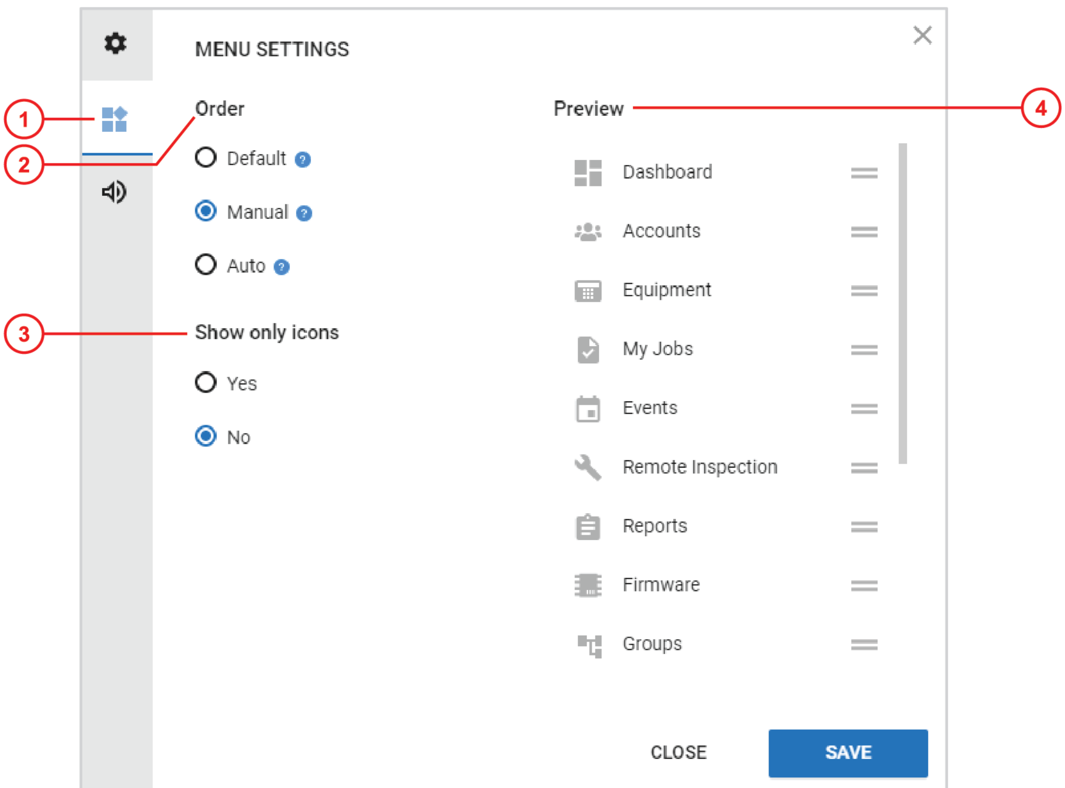
Related topics

- [Navigating the UI]()
- [Navigating the Equipment page]()
- [Billing plan]()

Menu settings

The PowerManage 4.16 update includes the **Menu setting** options to setup the navigation pane appearance.

To display the **Menu settings** options, on the top right of the PowerManage window, click the user icon, then click **Settings**, then click the Menu settings icon:



Callout	Name	Description
1	Menu settings icon	Click to open the **Menu settings** options.
2	Order	Use the **Order** option to setup the display order of the navigation pane's icons, as follows. • **Default**: PowerManage displays the navigation pane's icons with their default order: **Dashboard**, **Accounts**, **Equipment**, **My Jobs**, **Events**, **Remote Inspection**, **Reports**, and **Firmware**. • **Manual**: PowerManage displays the navigation pane's icons as you set in the **Preview** area. • **Auto**: PowerManage displays the most used icons at the top of the navigation pane.

Callout	Name	Description
3	Show only icons	Use the **Show only icons** option to hide the icons' labels in the navigation pane, as follows. • **Yes**: PowerManage hides the icons' labels in the navigation pane. • **No**: PowerManage shows the icons' labels in the navigation pane.
4	Preview	To move an icon in a different position, click and hold the icon and drag it to the new position.

Related topics

- [Navigating the UI]

Privacy Policy

The PowerManage 4.16 update includes the **Privacy Policy** link.

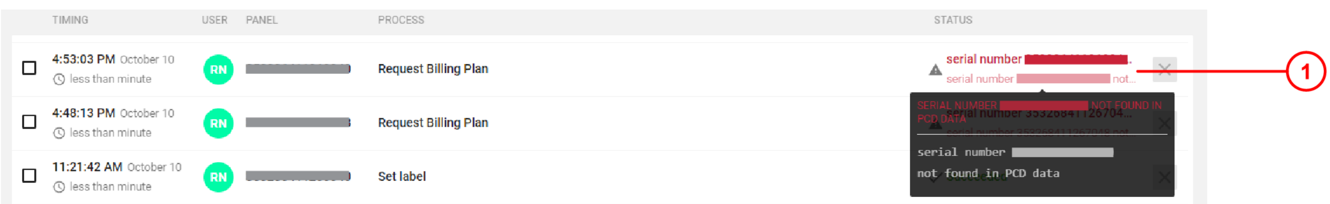
To display the **Privacy Policy** link, on the top right of the PowerManage window, click the user icon, then click **Privacy Policy**: the Johnson Controls Privacy portal opens in a new browser tab.

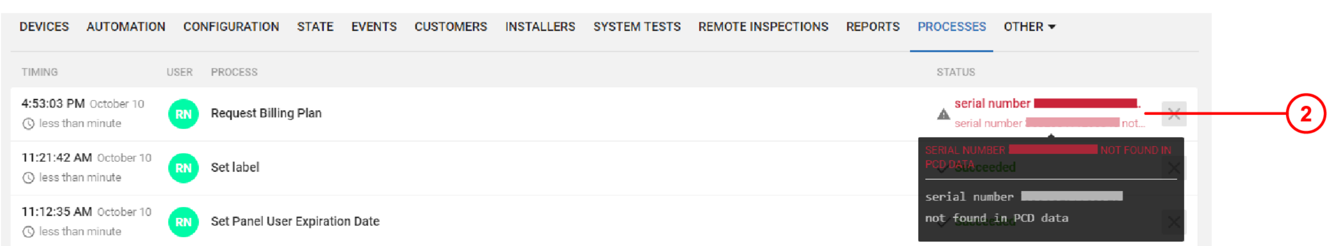
Related topics

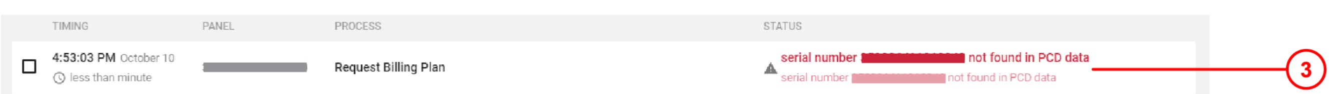
- [Navigating the UI]

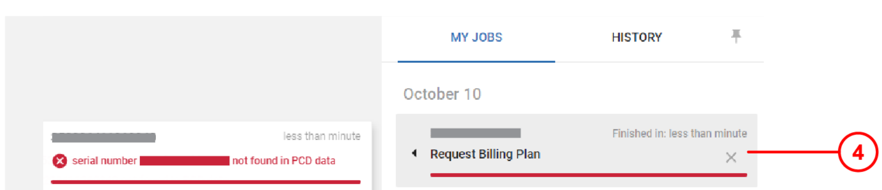
Extended error information

In case of failed process, the PowerManage 4.16 update displays extended error information in the following locations:









Callout	Location	Description
1	**Processes** page	Hovering over the failed process, displays the hidden information.
2	**Processes** tab	Hovering over the failed process, displays the hidden information.

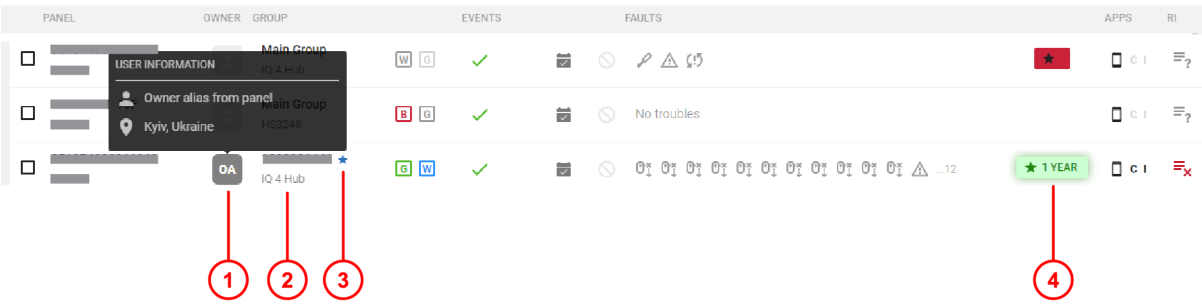
Callout	Location	Description
3	**My Jobs** page	Clicking on the failed process, displays the extended information.
4	**My Jobs** pane	Clicking on the failed process, displays the extended information.

Related topics

- [*Processes page*]()
- [*Processes tab*]()
- [*Navigating the MY JOBS and HISTORY panel*]()

Equipment page redesign

The PowerManage 4.16 update includes redesign of the **Equipment** page as outlined below.



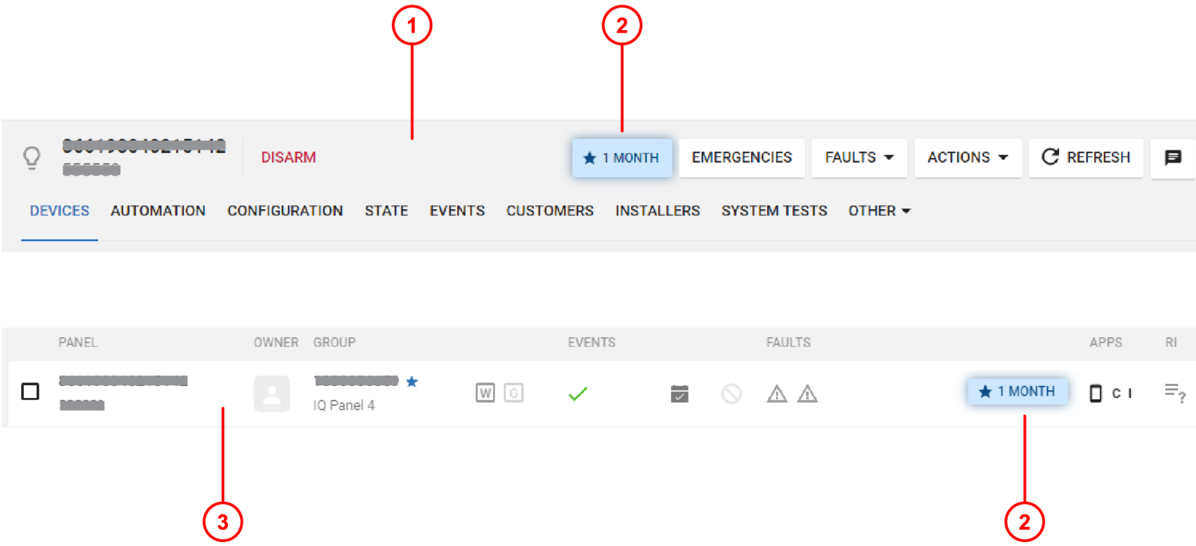
Callout	Name	Description
1	Owner's icon	Hovering over the owner's icon displays all owner info.
2	GROUP	The **GROUP** column displays the panel's group and type.
3	Blue star	Dealers' groups are marked with a blue star. For more information about dealers' groups, see [*Dealer registration*]().
4	Billing plan button	For the IQ panels displays and sets the billing plan for the panel. For more information, see [*Billing plan*](). You can set up **Short view** or **Full view** for the billing plan button. For more information, see [*Billing status view*]().

Related topics

- [*Navigating the Equipment page*]()

Billing plan

For the IQ panels, the PowerManage 4.16 update includes the billing plan button in the **Equipment** page and in the **Equipment** hub:



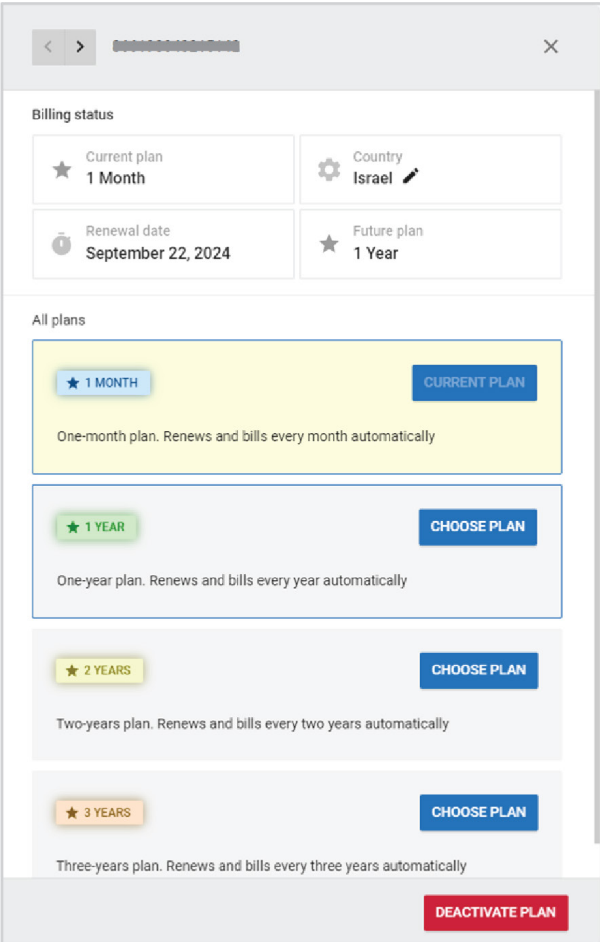
Callout	Description
1	**Equipment** hub
2	Billing plan button
3	**Equipment** page

You can set up **Short view** or **Full view** for the billing plan button. For more information, see *Billing status view*.

The billing plan button displays the billing plan set for the panel:

Billing plan button	Description
Red	No active billing plan
Rotating star	The billing plan request is in progress
Blue	One-month billing plan
Green	One-year billing plan
Yellow	Two-year billing plan
Orange	Three-year billing plan

Click the billing plan button to open the **Billing status** pane and set up the panel's billing plan:



Name	Description
Current plan	Shows the active billing plan. You can set up a different billing plan at any time, but the new billing plan starts when the current billing plan expires.
Country	Shows the billing plan's country: • The billing plan's country determines the plan costs. • You set the billing plan's country when you choose the billing plan. • You can change the billing plan's country at any time by clicking the edit icon. **Note**: If you select the incorrect country, the system rejects the billing plan request.
Renewal date	Shows the start date of the new billing plan, if set, otherwise shows **Unlimited**.
Future plan	Shows the billing plan that activates at the Renewal date, if set, otherwise shows **Not specified**.
All plans	Shows the available billing plans.

To set up the billing plan for an IQ panel, complete the following steps.

1. In the **Equipment** page, click on the billing plan icon of the panel: PowerManage displays the panel's **Billing status** pane.
2. In the **Billing status** pane, click the **CHOOSE PLAN** button of the desired billing plan.
3. In the window that opens, select the country where the panel is installed, then click **CONFIRM**.

Note: If you select the incorrect country, the system rejects the billing plan request.

4. In the **SUBMIT FORM** window, click **CONFIRM**.

To deactivate the billing plan, click **DEACTIVATE PLAN** in the **Billing status** pane.

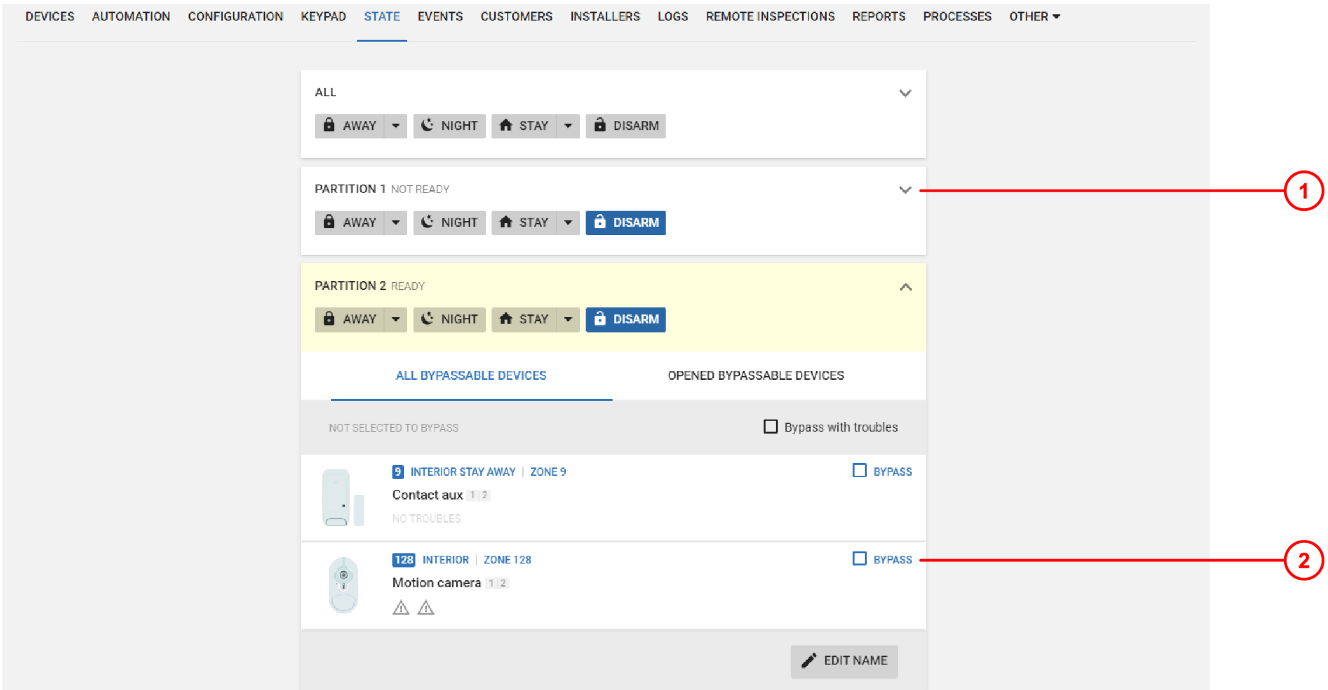
Related topics

- [Navigating the Equipment page]
- [Navigating the equipment hub]

State tab redesign

The PowerManage 4.16 update includes redesign of the **State** tab.

To display the **State** tab, on the navigation pane, click **Equipment**, then click on a panel, then click the **STATE** tab:



Callout	Name	Description
1	Down arrow	Click the down arrow to view the partition information.
2	BYPASS	Check the **BYPASS** option to bypass the related device.

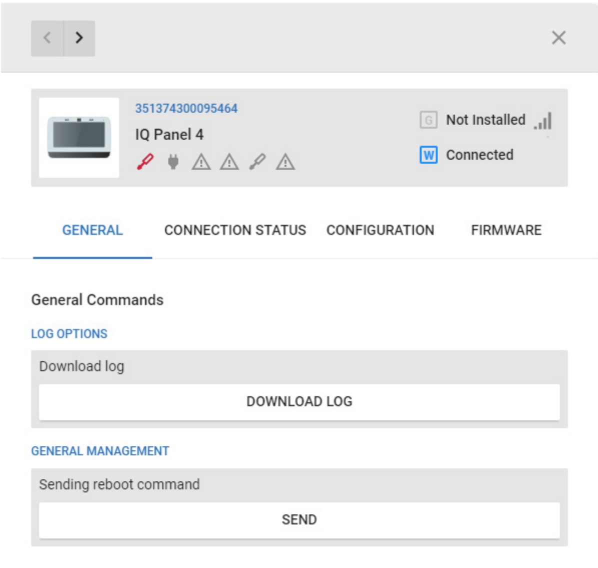
Related topics

- [State tab]

IQ panel examination pane commands

For the IQ panels, PowerManage 4.16 includes the **Download log, Sending reboot command**, and **Engineering reset** commands.

To display the **Download log**, **Sending reboot command**, and **Engineering reset** commands, click **Equipment** > an IQ panel > **DEVICES** > the IQ panel > **GENERAL**:



Command	Description
Download log	To send the log file to the IQMS server for debugging purposes, click **DOWNLOAD LOG**. **Note:** Only Johnson Controls technical support can access IQMS server.
Sending reboot command	If you need to restart the panel, click **SEND**.
Engineering reset	To meet the Grade 2 EN standards, installer must acknowledge panel's alarms and troubles, otherwise the end user cannot arm the system. To acknowledge alarms and troubles, click **SEND**.

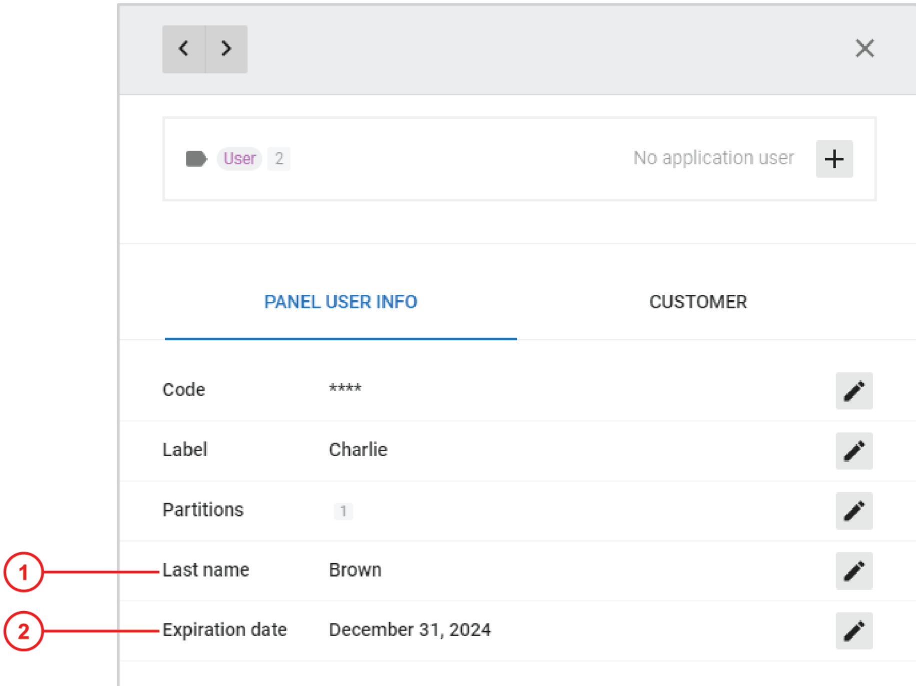
Related topics

- *Navigating the Devices tab*

Customer pane

For the IQ panels, the PowerManage 4.16 update adds the **Last name** and **Expiration date** fields in the customer pane.

To display the customer pane, in the **Equipment** page, select an IQ panel, then click on the **CUSTOMERS** tab, then click on a user:



Callout	Name	Description
1	Last name	Enter the user's last name.
2	Expiration date	Enter the user expiration date: the user cannot access the IQ panel after its expiration date.

Related topics

- *Customer tab*

Info tab

For the IQ panels, the PowerManage 4.16 update adds specific information in the **Info** tab including software and hardware versions, Linux and Android versions, patches, MAC, IMEI, carrier, ICCID, ZWave, PowerG, ZigBee and dealer information.

To display the **Info** tab, in the **Equipment** page select an IQ panel, then click on the **INFO** tab.

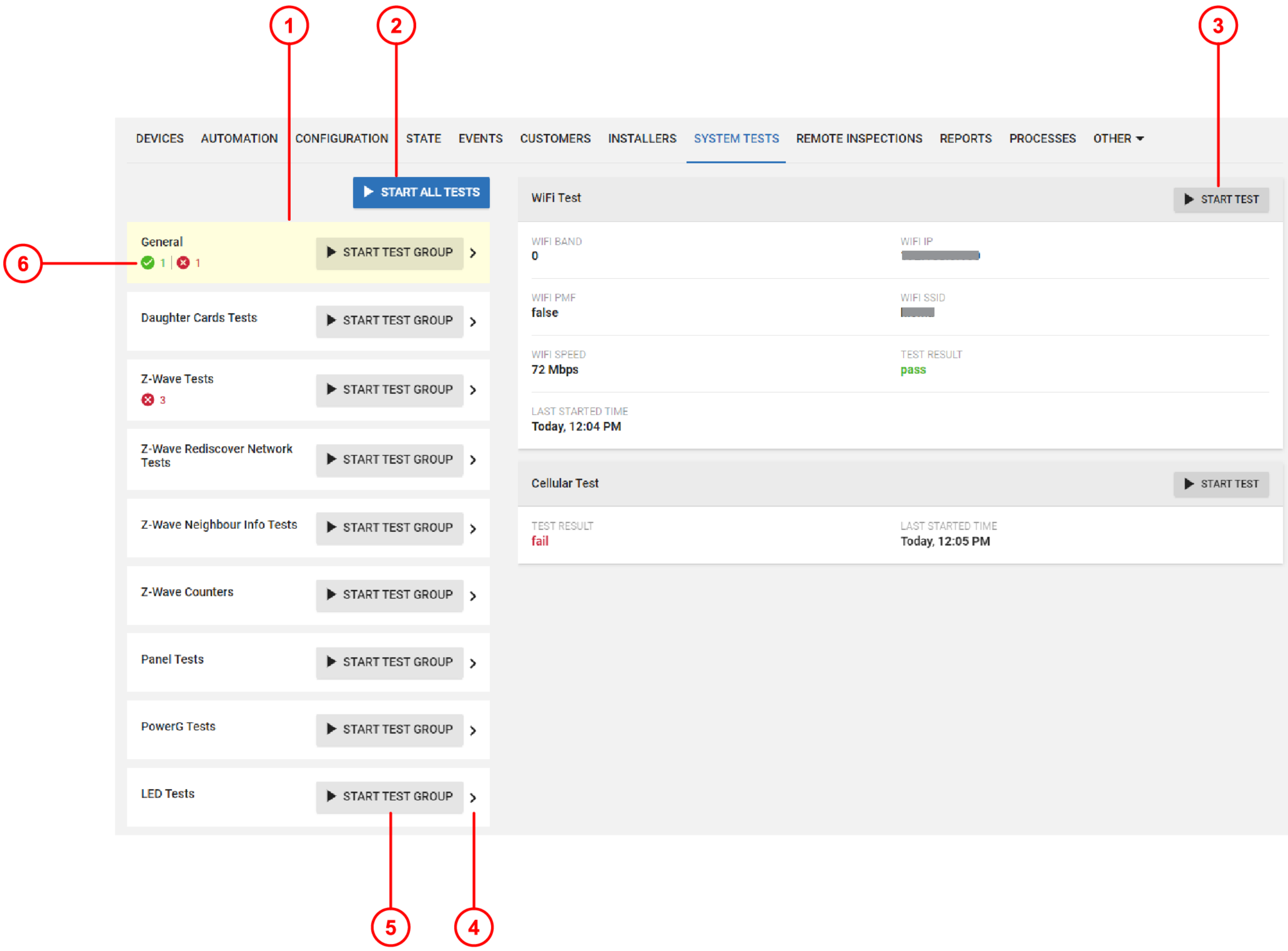
Related topics

- *Info tab*

System tests tab

For the IQ panels, the PowerManage 4.16 adds the **System tests** tab.

To display the **System tests** tab, in the **Equipment** page, select an IQ panel, then click on the **SYSTEM TESTS** tab:



Callout	Name	Description
1	List of tests groups	Tests are grouped by family: your PowerManage may display different tests groups depending on the system configuration.
2	START ALL TESTS	To test the full system, click **START ALL TESTS**.
3	START TEST	To test a specific item in a group, click the **START TEST** button of the item.
4	Expand group	To view the group's items, click the right arrow.
5	START TEST GROUP	To test a group, click the **START TEST GROUP** button of the group.
6	Test result	Displays the number of passed tests and failed tests: to view the details, click the right arrow.

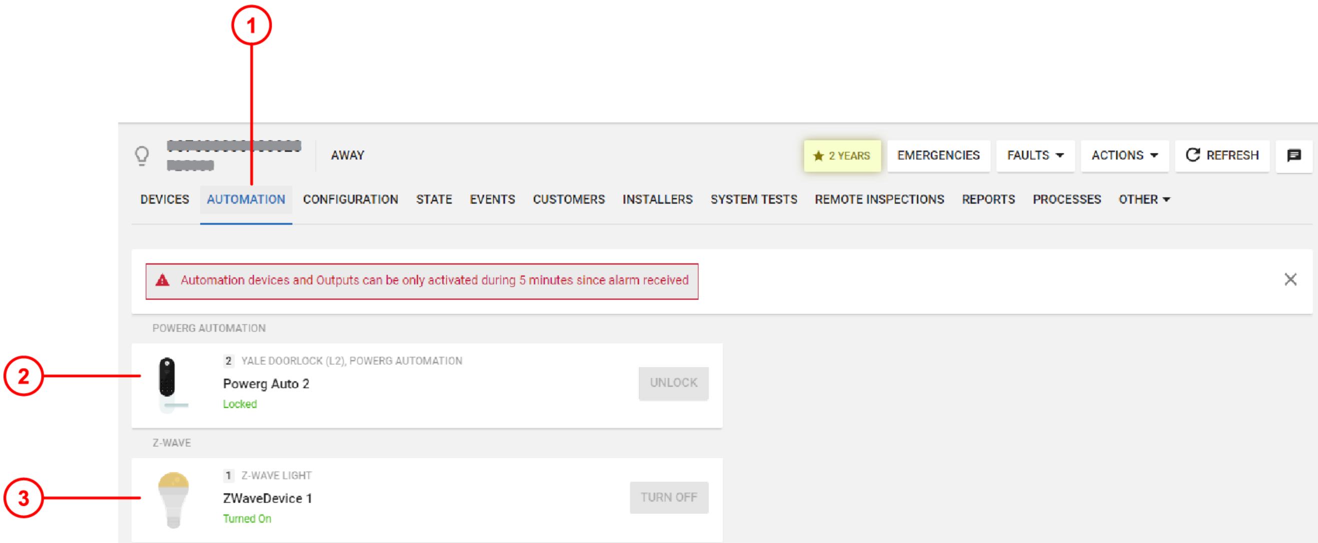
Related topics

- *System tests tab*

Displaying Z-Wave and PowerG+ devices on the Automation tab

The PowerManage 4.16 update adds the possibility to display and control the Z-wave and PowerG+ automation devices, in the **Automation** tab of the IQ panels **Equipment** hub.

To display the **Automation** tab, on the navigation pane, click **Equipment**, then select an IQ panel, then click the **Automation** tab:



Callout	Name	Description
1	AUTOMATION	Here PowerManage may displays the **OUTPUTS** tab. To display the **AUTOMATION** tab, see *Display Z-Wave and PowerG+ devices*.
2	Yale Doorlock	PowerG automation device
3	Z-Wave Light	Z-Wave automation device

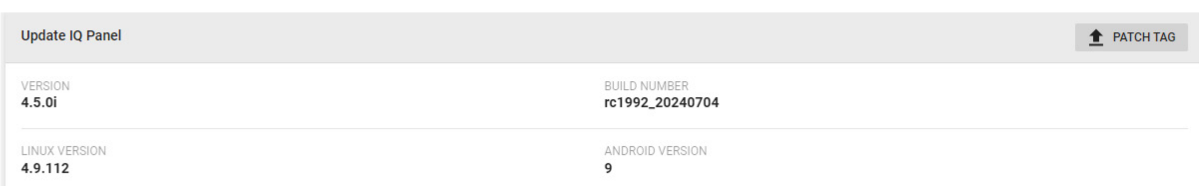
Related topics

- *Outputs or Automation tab*

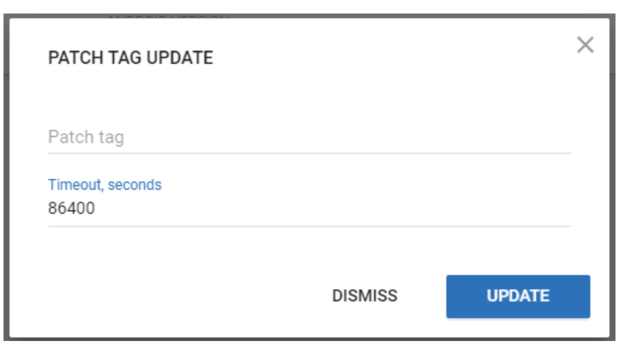
IQ panel firmware upgrade

The PowerManage 4.16 update adds the **Patch tag** for the IQ panels firmware upgrading.

To upgrade the firmware of an individual IQ panel, in the **Equipment** page, select the IQ panel, then click the **Firmware** tab:

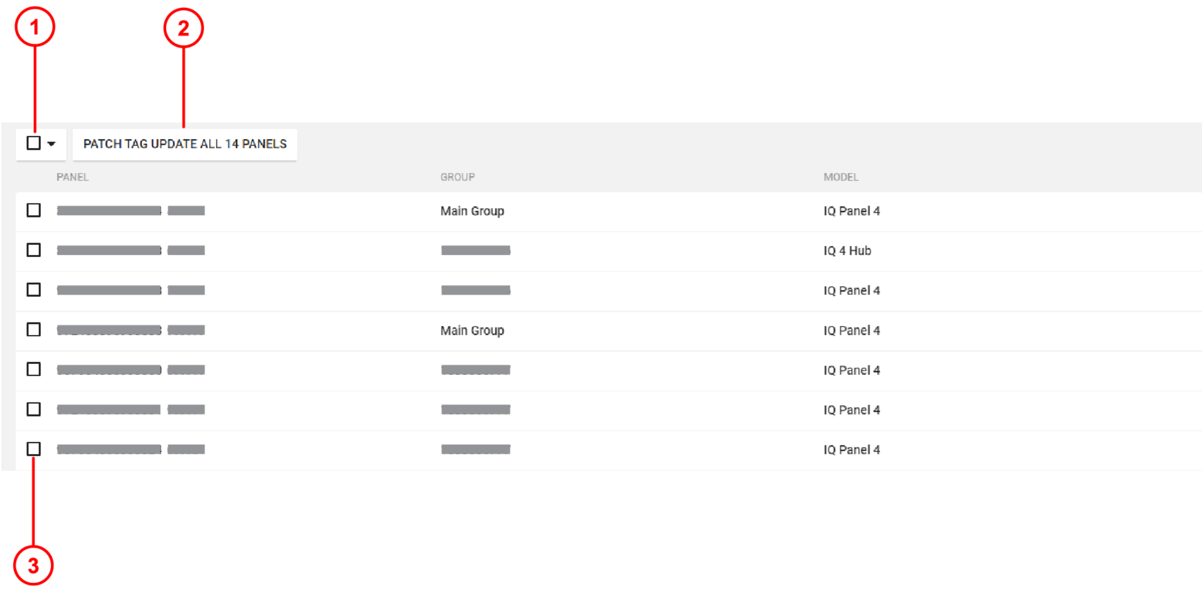


Click **PATCH TAG**:



Name	Description
Patch tag	Enter the patch tag to upgrade the panel firmware. You can find the patch tag on the IQ panel keypad. For more information, refer to the IQ panel installation guide
Timeout, seconds	If PowerManage cannot upgrade the firmware before this timeout expires, it logs a failed firmware upgrade event.
UPDATE	Click **UPDATE** to start the firmware upgrading.

To upgrade the firmware on more IQ panels at one time, in the **Firmware** page, click **Patch tag**:



Callout	Description
1	Click to upgrade all panels in the list.
2	Click to start upgrading of the selected panels.
3	Click to select or deselect the panel for upgrading.

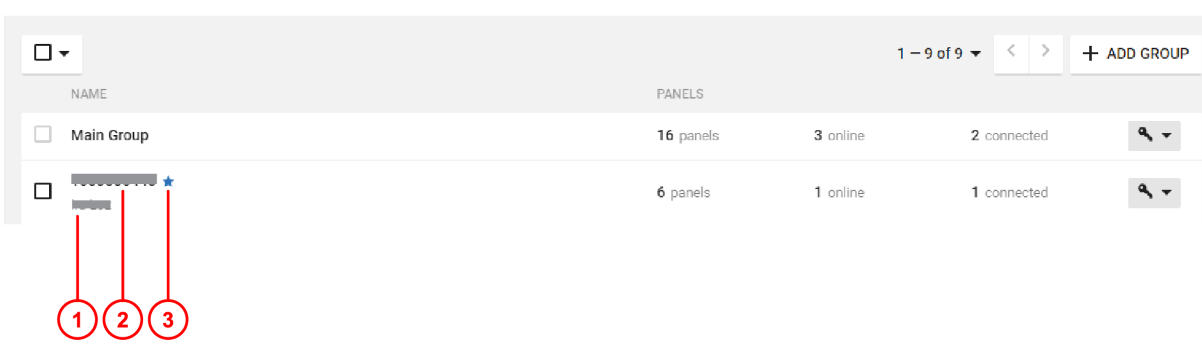
Note: New installers can upgrade only one panel at time, in the **Equipment** page. They cannot mass upgrade panels.

Related topics

- *Firmware tab*
- *Upgrading the firmware of an individual panel in the Equipment hub*
- *Firmware page*
- *Mass upgrading the firmware of a device*

Dealer groups

When the dealer portal approves a new dealer request, PowerManage adds a dealer group in the **Groups** page:



Callout	Name	Description
1	DESCRIPTION	The group description
2	GROUP NAME	The dealer's group name is the dealer ID assigned by the dealer portal. **Note:** You cannot edit the dealer's group name.
3	Blue star	The blue star indicates that it is a dealer group

Dealer, sub-dealer and new installer can view panels in the dealer group.

PowerManage uses the dealer ID to add IQ panels to the relative dealer group. For more information, see *Adding IQ panel to PowerManage* and *Connecting IQ panel with PowerManage*.

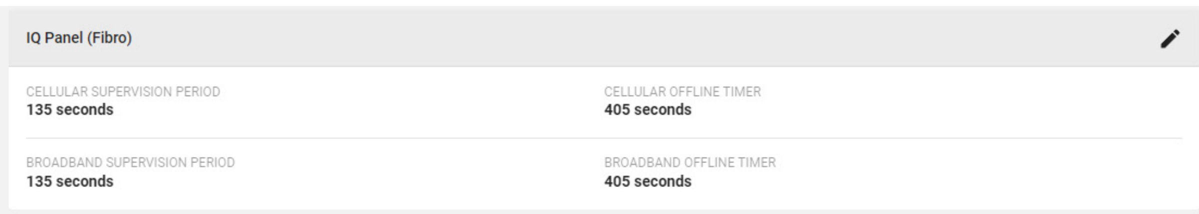
Related topics

- *Dealer registration*
- *Groups page*

Dealer group parameters

Added the **IQ Panel (Fibro)** parameters group.

To display the **IQ Panel (Fibro)** parameters group, in the navigation pane, click **Groups**, then select a dealer group, then click the **GENERAL** tab:



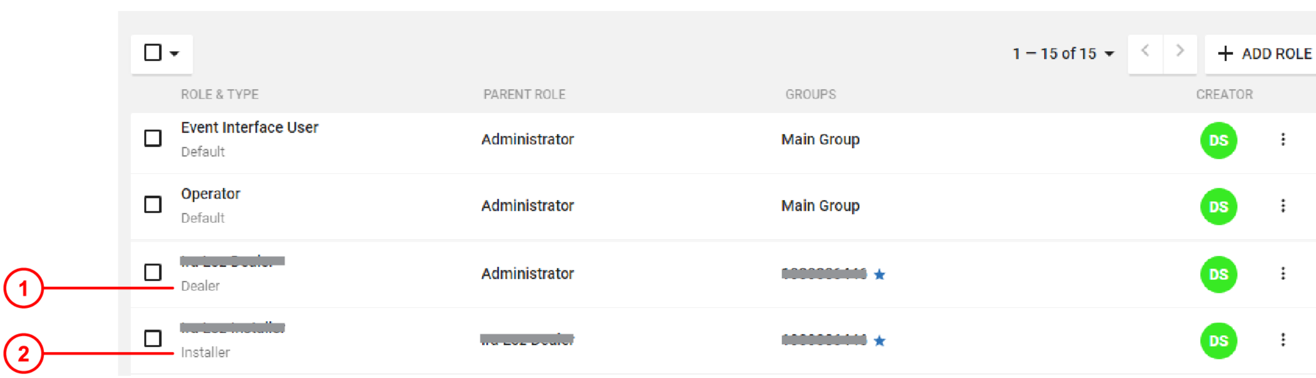
To edit the **IQ Panel (Fibro)** parameters, click the pencil on the top right. For more information, see *Groups page*.

Related topics

- *Group page parameters*

Dealer roles

When the dealer portal approves a new dealer request, PowerManage creates two roles in the **Roles** page:



Callout	Name	Description
1	Dealer	Dealer role: the default name is <dealer name><space>Dealer. Dealer role can manage panels in the dealer group and create dealer installers.
2	Installer	Installer role: the default name is <dealer name><space>Installer. Installer role can manage only panels in the dealer group.

Related topics

- *Dealer registration*

- [Roles page]

Dealer users

When the dealer portal approves a new dealer request, PowerManage creates a user in the **Users** page:

- New dealer user can log into the PowerManage server
- Dealer+ user can access the full PowerManage server while standard dealers can access only their group
- Dealer users can create new installers

Related topics

- [Dealer registration]
- [Adding or editing users]

Basic configuration enhancement

In PowerManage 4.16, all the parameters in the basic configuration take the values of the panel selected to create the basic configuration.

In the previous PowerManage versions, the parameters not selected for the basic configuration took the default value.

Related topics

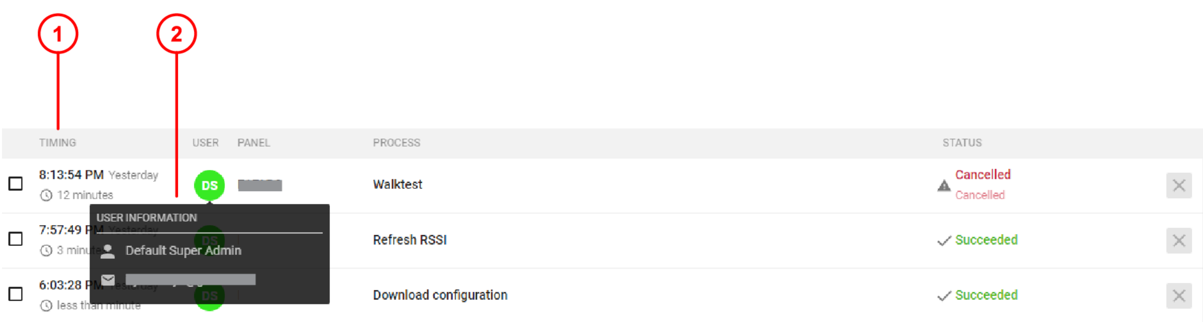
- [Creating a basic configuration from an existing panel configuration]

Processes page and tab redesign

The PowerManage 4.16 update includes redesign of the **Processes** page and tab.

In the **Processes** page and tab, processes start and duration have been grouped under the **TIMING** column. Hovering over the user icon displays the user information.

To display the **Processes** tab, on the navigation pane click **Equipment** > a panel > **Processes**:



Callout	Name	Description
1	TIMING	Displays process start time and duration.
2	USER INFORMATION	Hovering over the user icon displays the user information.

Related topics

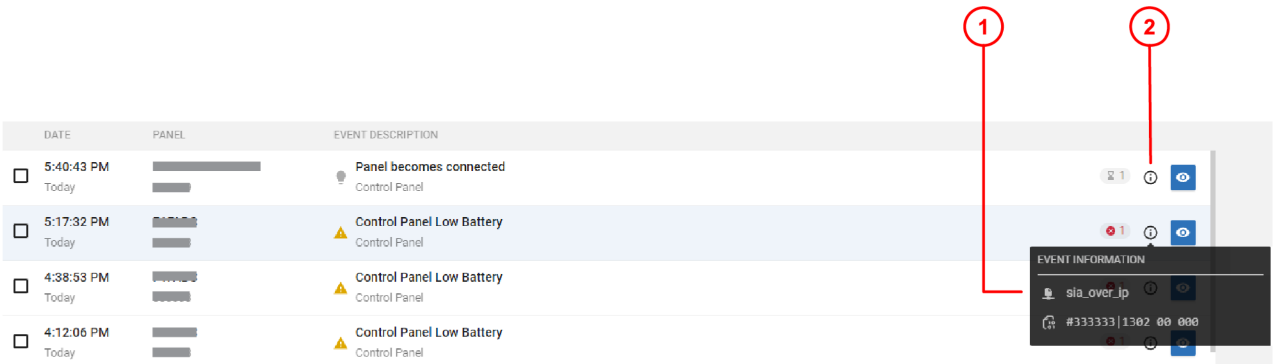
- [Navigating the Processes page]

Events source

The PowerManage 4.16 update provides the event source in the **Events** page and tab.

To display the **Events** page, on the navigation pane click **Events**.

To display the **Events** tab, on the navigation pane click **Equipment** > a panel > **Events**:



Callout	Name	Description
1	Event source	Displays the event source: for example, lwm2m, sia_over_ip, fibro, or other sources.
2	Information icon	Hovering over the information icon displays the event information.

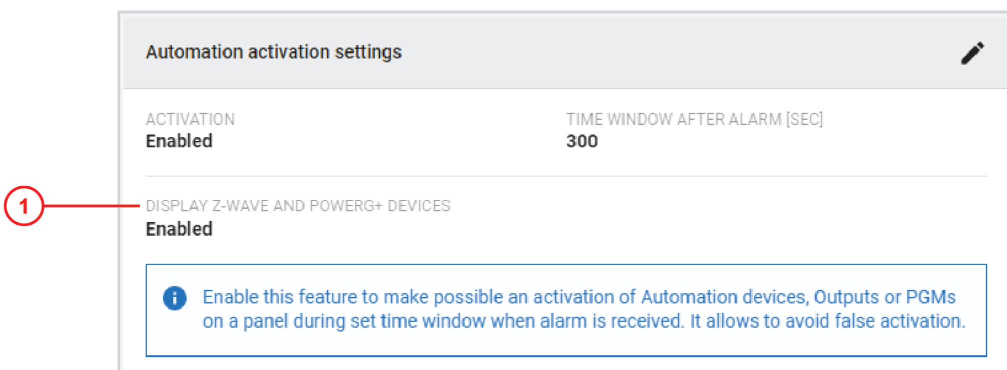
Related topics

- [*Navigating the Events page*]()
- [*Events tab*]()

Display Z-Wave and PowerG+ devices

The PowerManage 4.16 update adds the **Display Z-Wave and PowerG+ devices** option in the **Resolve** tab.

To display the **Resolve** tab, on the navigation pane click **Settings** > **RESOLVE**:



Callout	Name	Description
1	DISPLAY Z-WAVE AND POWERG+ DEVICES	When you enable this option: • In the panel hub, the **OUTPUTS** tab change to **AUTOMATION**. • In the **AUTOMATION** tab you can view and control the Z-Wave and PowerG+ automation devices.

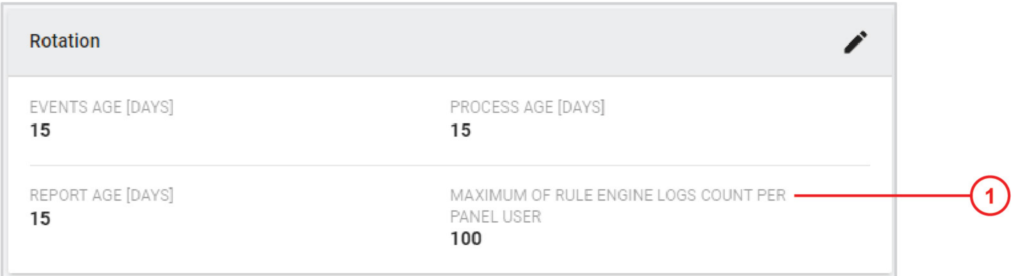
Related topics

- [*Resolve tab*]()

Maximum of Rule Engine logs count per panel user

The PowerManage 4.16 update adds the **Maximum of Rule Engine logs count per panel user** option in the **Resolve** tab.

To display the **Resolve** tab, on the navigation pane, click **Settings** > **RESOLVE**, then look at the **Rotation** settings:



Callout	Name	Description
1	MAXIMUM OF RULE ENGINE LOGS COUNT PER PANEL USER	Use this option to limit the number of rule engine events logged in the user app, for each user. When the number of rule engine logs reaches the limit that you set here, the user app deletes the older log to make space for the newer log.

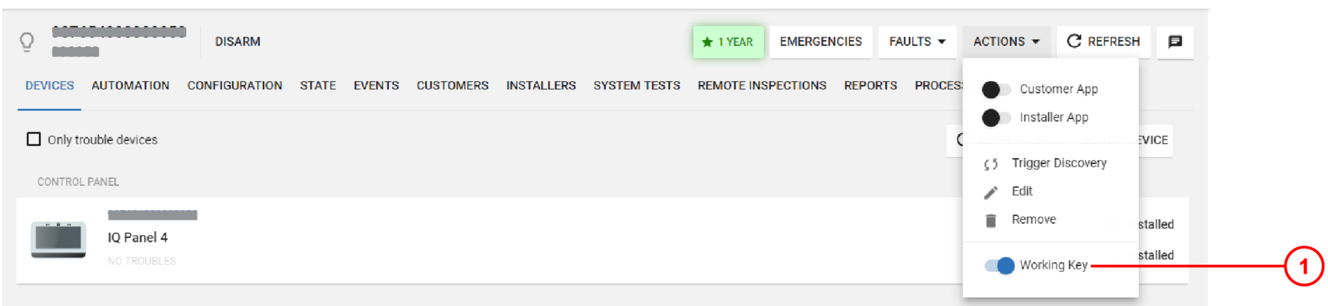
Related topics

- *Resolve tab*

Working key

For the IQ panels, the PowerManage 4.16 update adds the **Working key** option in the **ACTIONS** menu.

To display the **Working key** option, on the navigation pane, click **Equipment**, then click an IQ panel, then click **ACTIONS**:



Callout	Name	Description
1	Working Key	Communication between PowerManage and IQ panels is secured using encryption key. All IQ panels are released from manufacturer with a default encryption key that PowerManage changes to a unique working key, for each panel, when you enroll the panel on PowerManage. If enrolled IQ panel is factory reset, you need to disable the working key to restore communication between the panel and PowerManage. After first communication between the panel and PowerManage, the **Working Key** option enables automatically.

Related topics

- *Navigating the equipment hub*

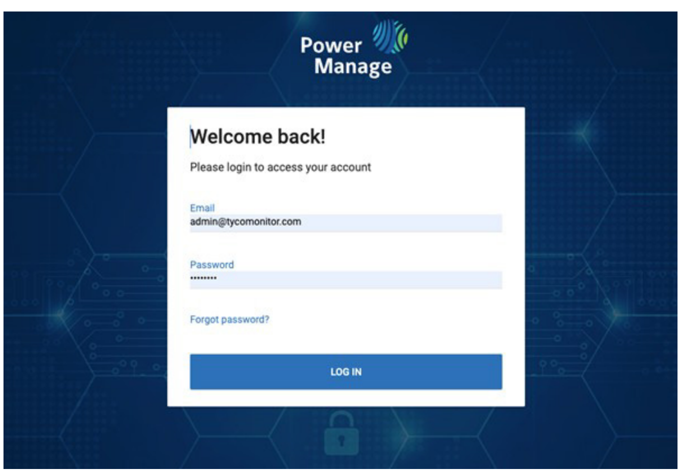
PowerManage 4.12 updates

See the following list of PowerManage 4.12 updates.

- *Accounts*
- *Central Station HTTP protocol*
- *Central station*
- *Emergencies*
- *Equipment*
- *Event delivery status*
- *Export*
- *Extended CSV report*
- *Google map*
- *Groups*
- *Home automation devices*
- *Installer management*
- *Login*
- *MacOS and Safari GUI support*
- *Main screen*
- *Multi factor authentication (MFA)*
- *Neo PSP panels and GPRS infinte connection*
- *Remote inspections*
- *Resolve*
- *Setup PowerManage redundancy with operator privileges*
- *Smart Communicator support*
- *Customer management*

Login

Login page updated to add MFA functionality. When you enable MFA a One Time Password (OTP) is sent to your mobile phone which you need to enter in the login page.



Multi Factor Authentication

In order to increase security and avoid fraudulent log in attempts, PowerManage V4.10 introduced MFA in the ConnectAlarm user app. In V4.12 MFA can be added to both the AlarmInstall app and the GUI. By default the MFA is disabled.

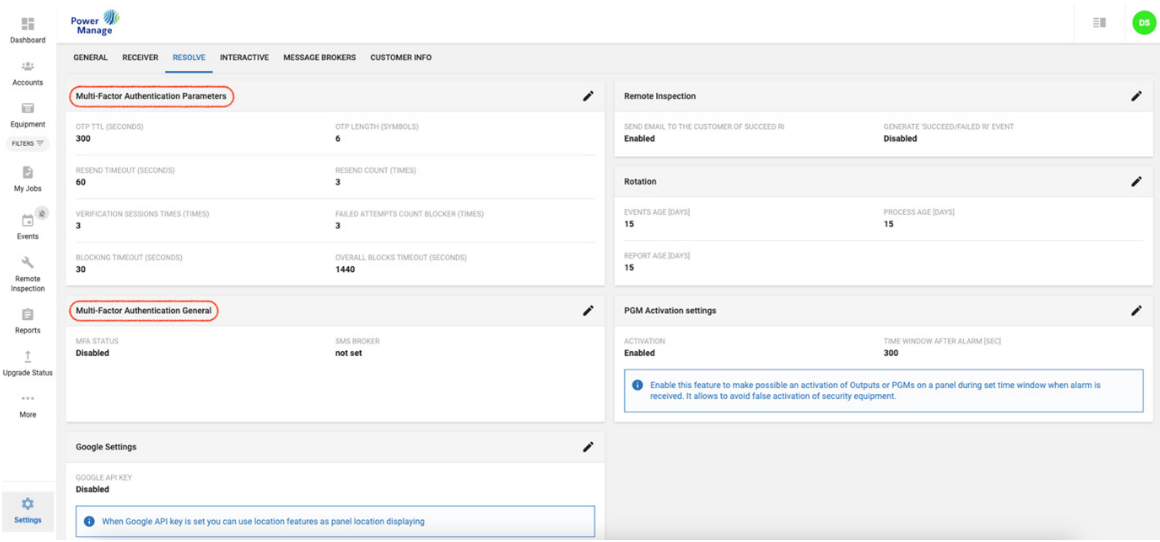
To enable firstly set the SMS broker:

- Go to **Settings** > **RESOLVE** > Multi-Factor Authentication General

To set MFA options use:

- **Settings** > **RESOLVE** > Multi-Factor Authentication Parameters

Figure 61. MFA



Note:

The operator's phone number can be changed in three locations:

a. The first time the operator logs to the PowerManage site, the server requests the phone number.

b. In menu **More** click **Users** then **specific user** , then **Phone**

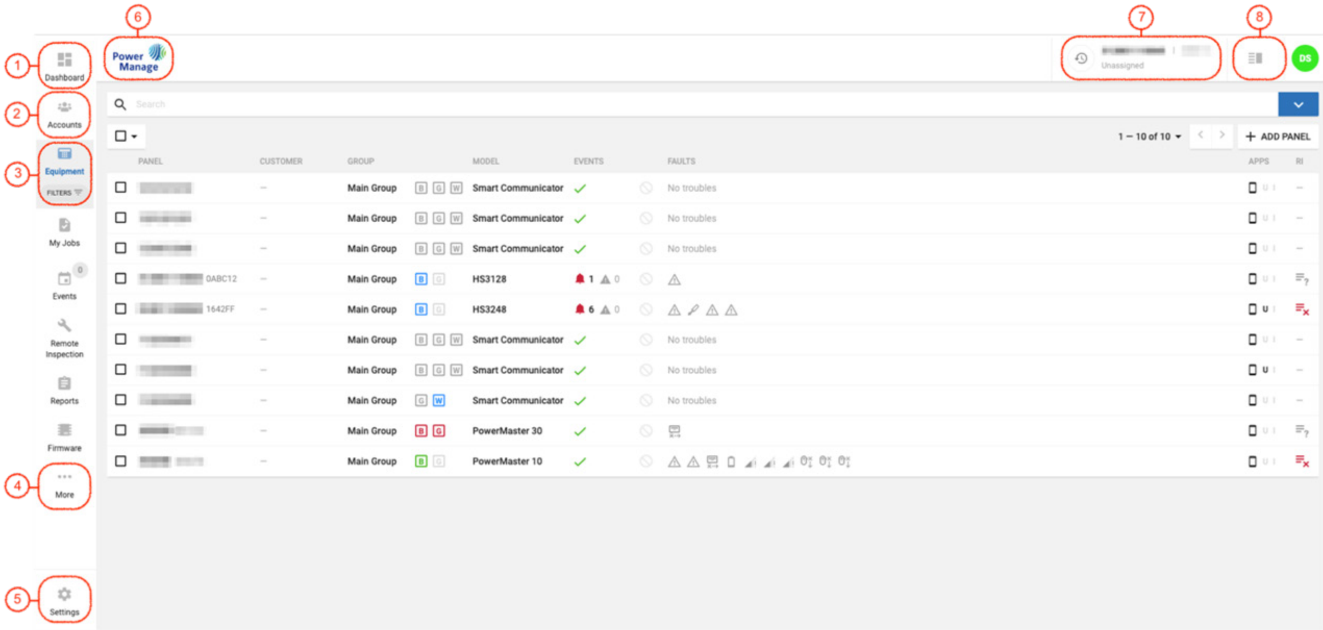
c. User icon on top right of the screen click **Edit Profile** then **phone**.

Technical-support can access the MMI Settings in Maintenance, then Admin MFA Phone Number, then Phone Number. This option can be used if the Administrator has changed their phone number before updating their phone number in the GUI.

Main screen

The new main screen has almost identical functionality with different menu locations.

Figure 62. Main screen

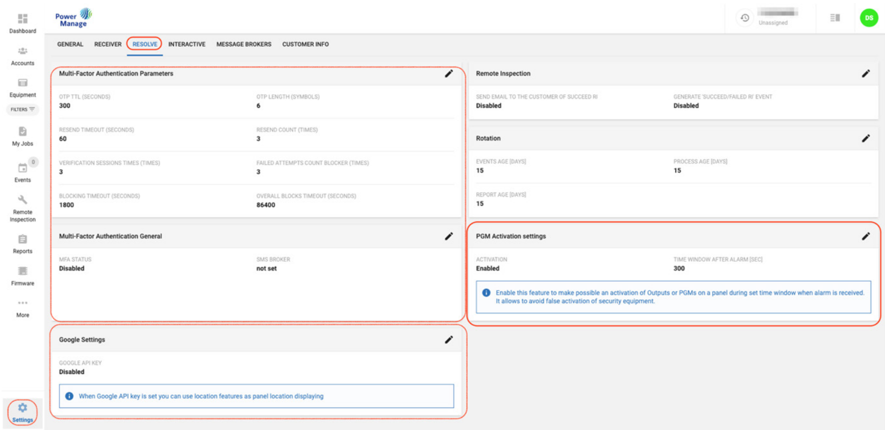


Callout	Description
1	You can now access the dashboard from the main screen. In previous versions it was under **System** > **Dashboard**
2	**Accounts** now includes **CUSTOMERS** (previously called Interactive Users) and **INSTALLERS**
3	**Equipment** updated from **Panels** now includes sub-menu **FILTERS** which replaces the triangle icon which previously opened filters
4	**… More** replaces **System**. Select any menu under **...More** and the selected menu will now appear above **...More** in the main menu
5	**Settings** is now accessible directly from the main screen. Previously it was under **System** menu
6	PowerManage icon moved slightly to the right
7	Last visited panel and user moved from the top left side to the top right side of the screen
8	Added menu that includes two sub menus: **My Jobs** (previously under **System**) **History** which lists all the previously visited panels

Resolve Menu

In the **RESOLVE** menu in **Settings**, three categories are added:

1. MFA Parameters. For more information, see *Multi Factor Authentication*
2. PGM Activation settings. For more information see, *Outputs*
3. Google Settings. For more information, see *Google Maps*



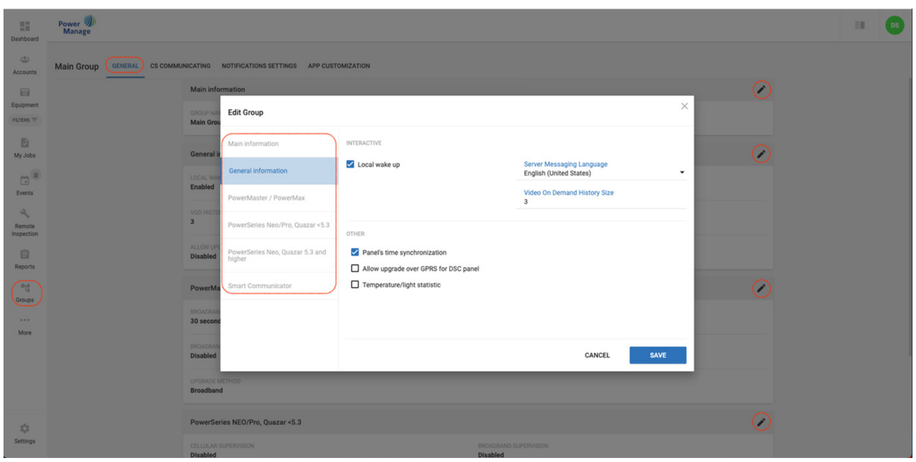
Groups

If not previously selected, select **Groups** from **More** in the left hand menu.

There are three updates in **Groups** :

- Click on a group and a **GENERAL** page opens. You can select the pencil icon to open a dialog box and edit six sub-menus.

Figure 63. Groups general



- Click on a group and select **NOTIFICATIONS SETTINGS** in the menu ribbon. There are two sub sections:

a. **Event Profile Settings** which specifies which event types are sent to the mobile app.

b. **End User Notifications** which specifies which push notifications and emails can be sent to mobile phone.

Figure 64. Groups notification settings

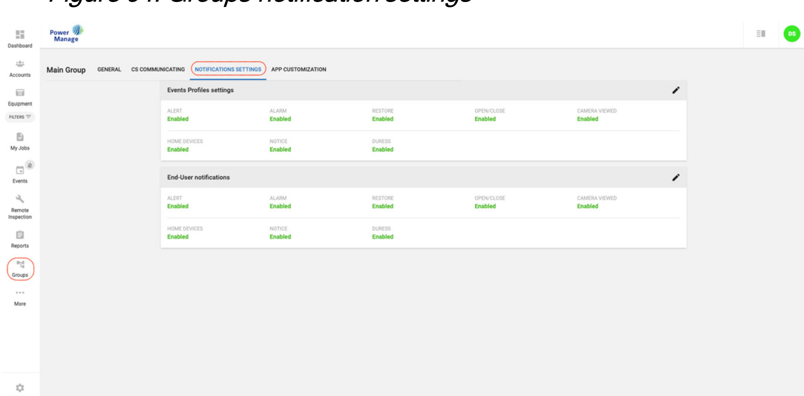
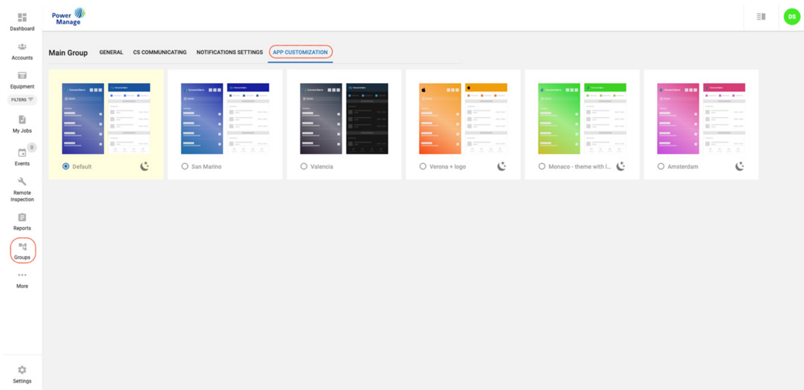


Figure 65. Groups apps customization



- **APP CUSTOMIZATION** lists all the application look types available. By default there is only one setting. Contact technical support to add customizations.

Central Stations

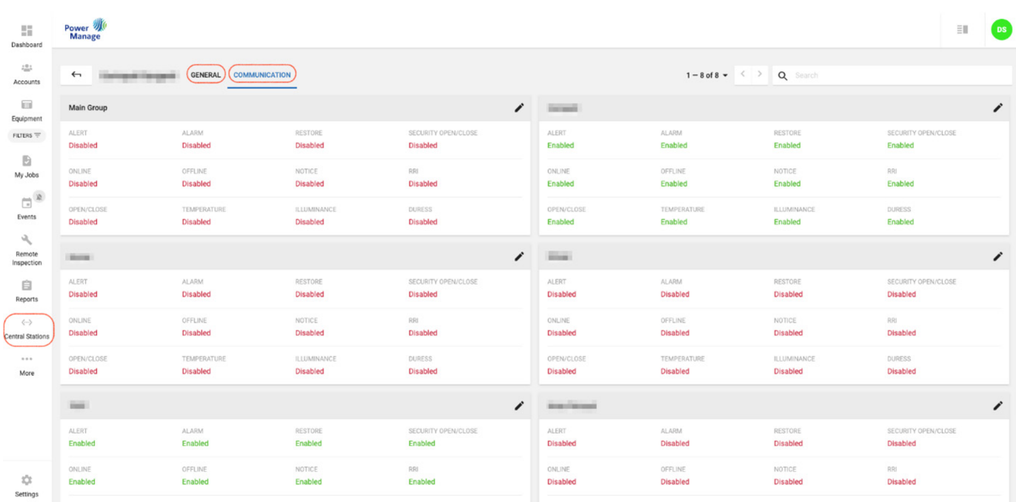
If previously unselected, you can find Central Stations (CS) by clicking **More**.

Click on CS row to bring up a page with two tabs:

- GENERAL displays all the CS parameters
- COMMUNICATION displays a list of all groups with event types that are sent to the CS

Note: The same list is displayed under **GROUPS**, then **CS COMMUNICATING**. Any changes made to groups in one location result in changes in all locations.

Figure 66. Central stations

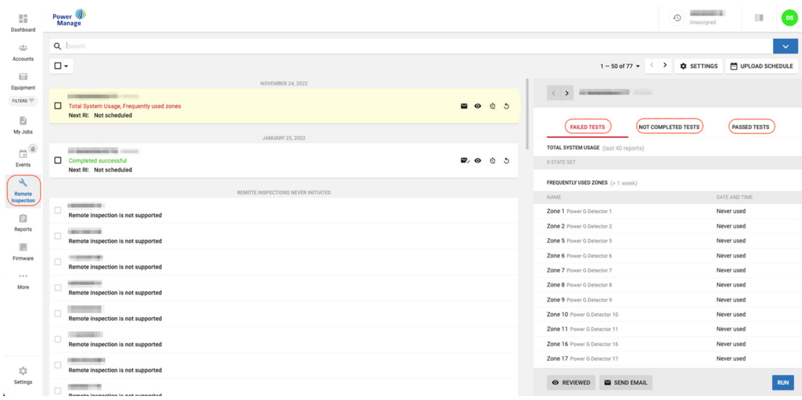


Remote Inspection

Select Remote Inspection from the left hand menu bar to see test results. Test results are divided into three tabs:

- FAILED TESTS
- NOT COMPLETED TESTS
- PASSED TESTS

Figure 67. Remote inspection



Equipment menu

Equipment is a high level menu. Select a panel row from **Equipment** to initiate **EMERGENCIES**, **ACTIONS** or access the following tabs:

- DEVICES
- OUTPUTS
- CONFIGURATION
- STATE
- EVENTS
- CUSTOMERS
- LOGS
- PROCESSES
- FIRMWARE
- INFO

Outputs

To enter Outputs:

1. Click **Equipment** from the main menu.
2. Select the required panel.
3. Click **OUTPUTS** from top ribbon menu.

This new tab gathers all the output devices (output, PGM, activation port and ZWave) and gives the option to enable or disable them. For PowerMaster panels there is an option to configure how long the output is in the **ON** state.

Since the devices connected to the panel are of security in nature, it is possible to control them from the web-GUI only after an alarm.

To configure the exact duration after an alarm:

Click **Settings**, then **RESOLVE**, then **PGM Activation settings**. The Activation should be **Enabled** and define the **TIME WINDOW AFTER ALARM [SEC]**. For more information, see Resolve tab.htm.

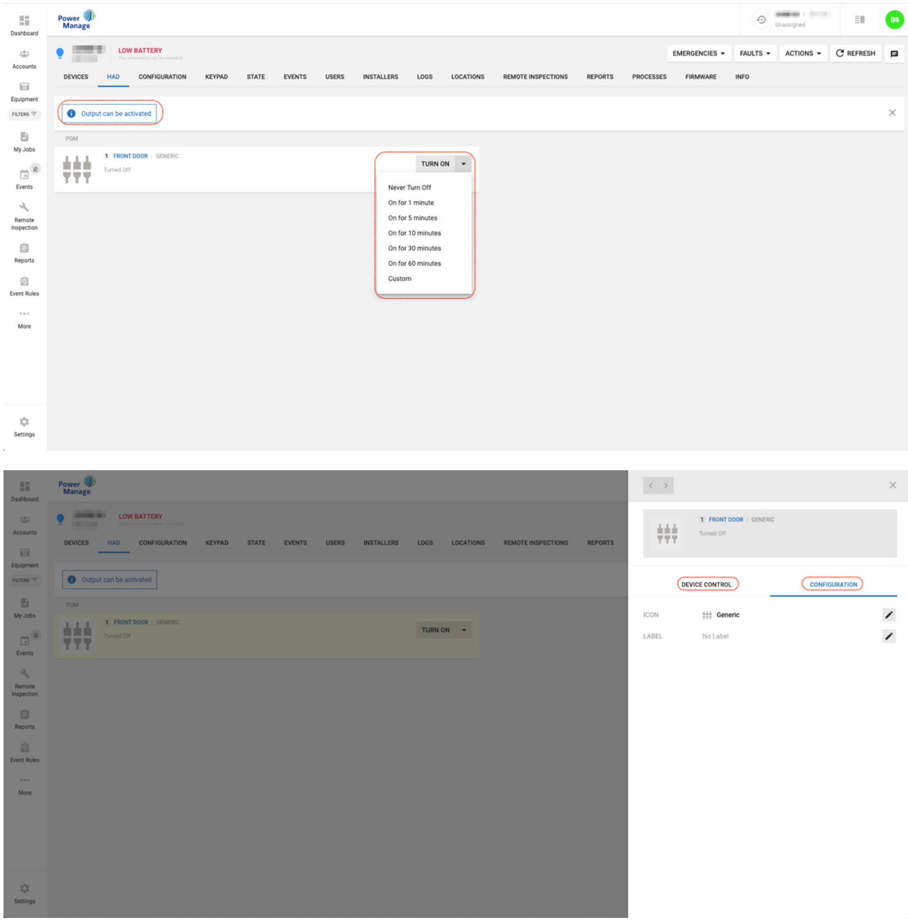
Selecting an output port in **OUPTUTS** tab opens right pop-up box with **CONFIGURATION** and **DEVICE CONTROL** tabs. In the **CONFIGURATION** tab the operator can select ICON or label and in **DEVICE CONTROL** tab the operator can enable SUBMIT STATUS to turn the device on or off (or TURN ON with duration in PowerMaster).

In Visonic panels OUTPUTS are called PGM and notify the server about their on/off status.

In DSC panels outputs need to be defined [*] > [009] 121-124 (command output) to be shown in the OUTPUTS tab.

Dual-path panels OUTPUTS cannot be controlled (cannot be turned on or off).

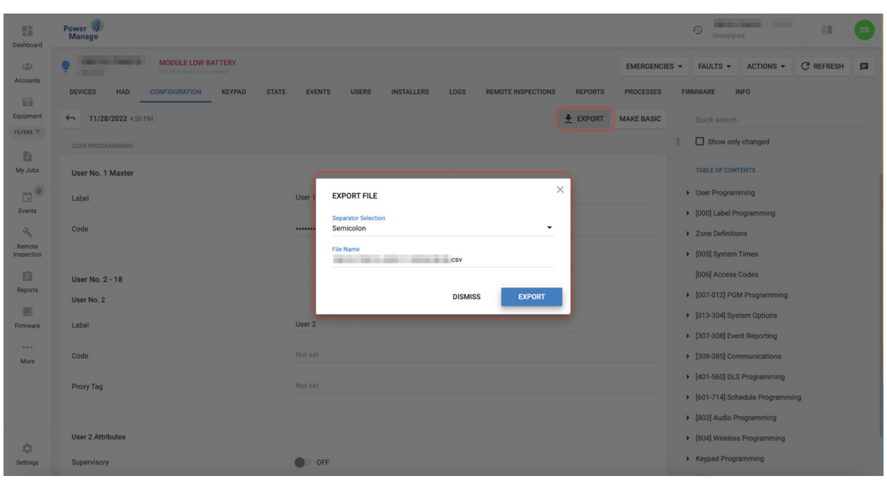
Figure 68. OUTPUTS



Export

1. Click **Equipment** in left-hand menu.
2. Select required panel.
3. In **CONFIGURATION** tab select an existing configuration.
4. Click **EXPORT** to bring up a dialog with **Separator Selection** drop-down menu and **File Name** field. Separators can be comma, semicolon, or tabulation. File name is saved locally in CSV format.

Figure 69. Export

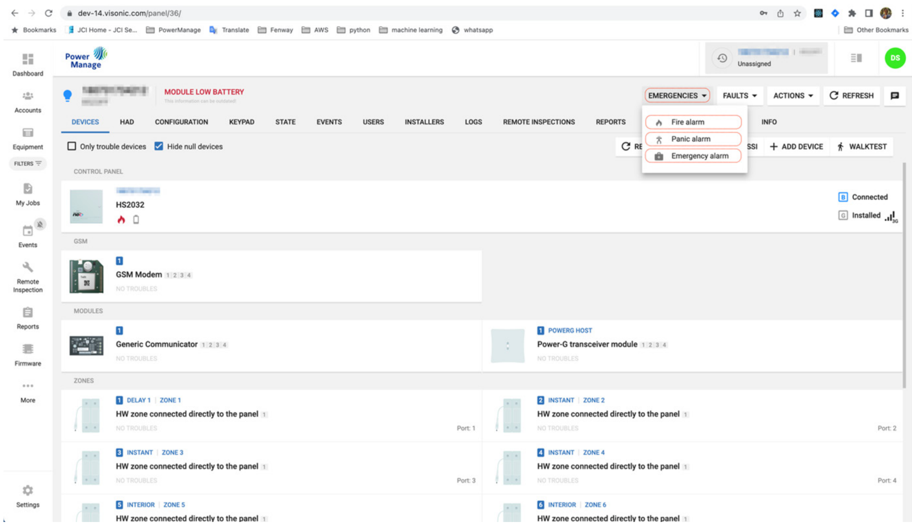


Emergencies

To generate fire alarms, panic alarms, or emergency alarms from the web GUI:

1. Click **Equipment** in the left-hand menu
2. Select the required panel.
3. Click the drop-down menu in the top right-hand screen and choose the required alarm type.

Figure 70. Emergencies



Note: The alarm generated from the web GUI might be connected to wrong partitions.

Customer management

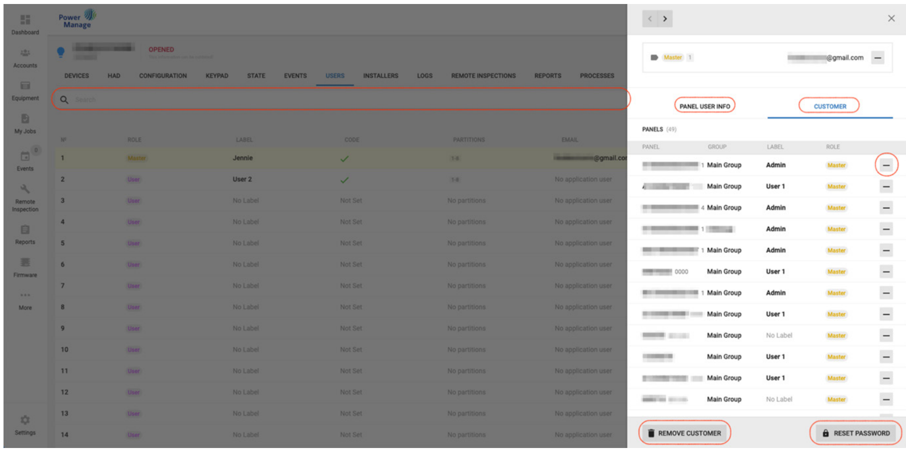
To access a customer or home owner's information:

1. Click **Equipment** from the left hand menu.
2. Select the required panel.
3. Click the **CUSTOMERS** tab.

Full support for customers can now be accessed on the panel pane with several updates:

- Search field added to **CUSTOMERS** tab.
- Selecting specific customers in **CUSTOMERS** tab bring up dialog box on with **PANEL CUSTOMER INFO**.
- In the **PANEL CUSTOMER INFO** tab the operator can change a customer's code by editing the **Code** field, their name or label and set relevant partitions as required.
- In **CUSTOMER** tab, the operator can remove customer from the panel Press **REMOVE CUSTOMER** to remove the selected customer from current panel or press the **-** button to remove this customer from a different panel.
- Pressing **RESET PASSWORD** resets the customer code from the ConnectAlarm mobile application and sends email code to set new password.

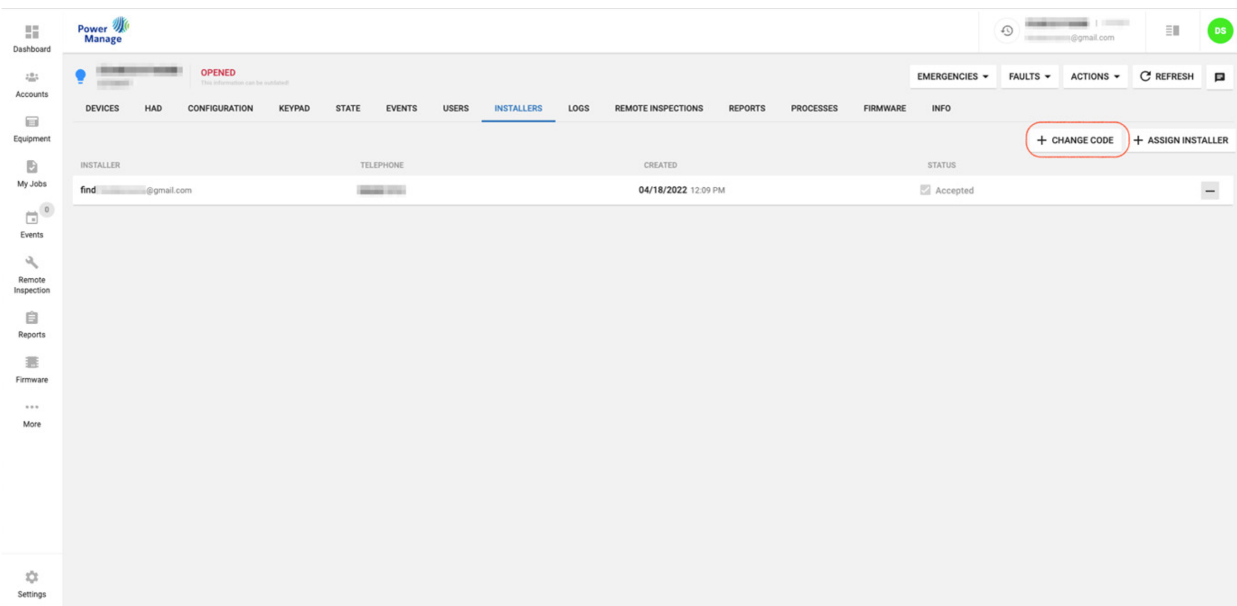
Figure 71. Customer management



Installer management

In **INSTALLERS** tab a **+ CHANGE CODE** button has been added.

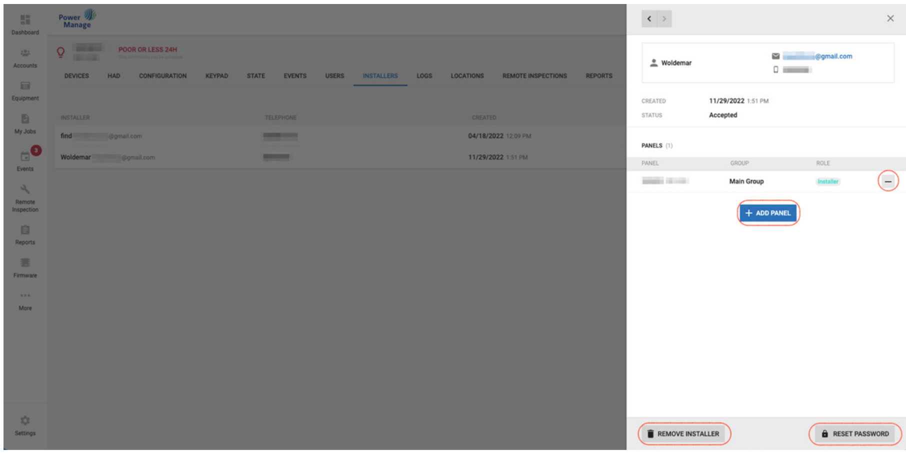
Figure 72. Installer management



To access the **INSTALLERS** tab:

1. Click **Equipment** in the left hand menu.
2. Select the required panel and click **INSTALLERS** tab in the top ribbon menu.
3. Click **+CHANGE CODE** in the top right and a dialog box opens.

Figure 73. Installers tab dialog box



You can change an installers code and by selecting an installer row, a dialog is shown with capability to:

- Add panels to the installer.
- Remove the installer.
- Remove the panel from the installer.
- Reset password of the AlarmInstall mobile application and resend email code.

Accounts

The **Accounts** menu now includes full support for **CUSTOMERS** and **INSTALLERS** accounts.

- **CUSTOMERS** are end-users
- **INSTALLERS** are installers of the panels

The server operator can search for customers or installers and then go to their connected panels.

This menu provides full management to remove, reset password, add and remove panels.

To remove either of these accounts:

1. Select the required account.
2. Click **REMOVE.**

Note: You can also press on an account row and manage the account in the dialog box that displays on the right side of the page.

Related links

Customers

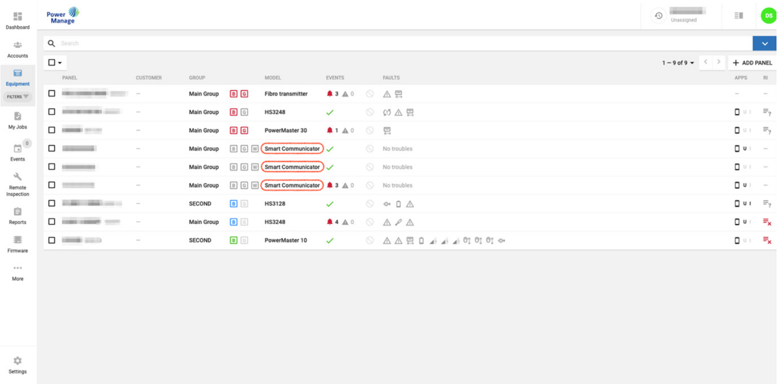
Installers

Smart communicator support

Support for Smart Communicator is added to PowerManage.

The Smart Communicator is similar to the Dual Path which provides Ethernet connection to security panels. The SmartCommunicator connects to the panel by using general-purpose input / output (on/off switches), or Keybus in case it is a PowerSeries Neo panel.

Figure 74. SmartCommunicator support



Event delivery status

In case a CS is defined, then events may be in one of the following statuses:

- Queued
- Processing
- Delivered
- Not delivered
- Failed

Each event in the main Events page or of a specific panel, appears in one of the statuses. More than one status may be shown in case of more than one CS is defined for the panel.

The status can be shown in a short format such as only one icon according to event's status or long format such as all statuses are shown also those not used with value 0.

To select **long** or **short** format:

1. Select user icon in the top right of the page.
2. Click **Settings** >**Events delivery status view**.

Figure 75. Event delivery status

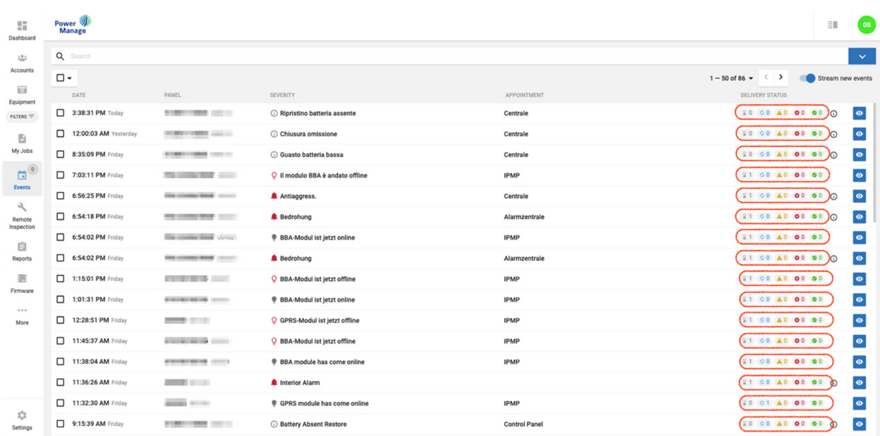
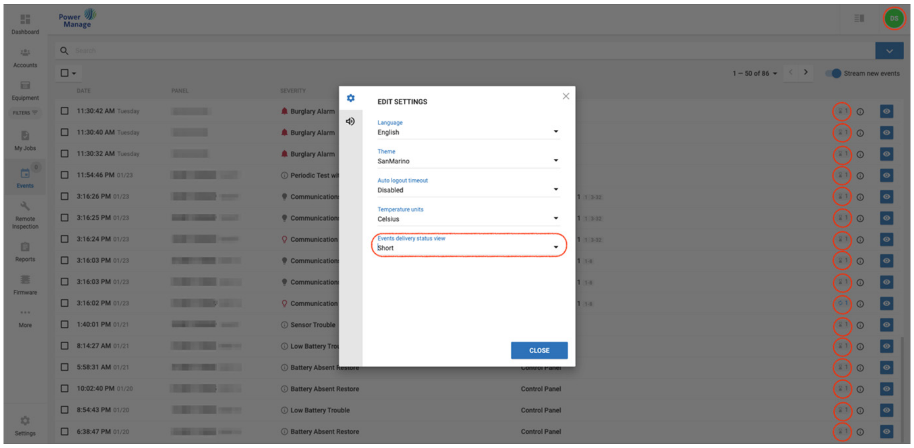


Figure 76. Event delivery settings



Google Maps

The Google Maps feature includes two sub-features: exact location and address auto completion.

To enable Google Maps a Google API key needs to be entered in menu:

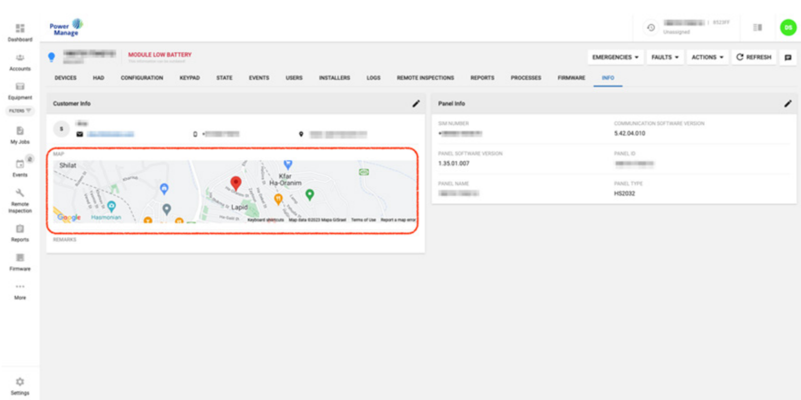
1. Click **Settings.**
2. In the **RESOLVE** tab click the pencil icon in **Google Settings**.
3. In the pop-up dialog box insert your Google API key in the text field and click **SAVE**.
4. After inserting the key, **Enabled** is displayed in **Google Settings**.

Note: Click here for further instructions on Google API key access.

The view the exact location of a panel displayed on a map:

1. Click **Equipment** in the left hand menu.
2. In the **INFO tab**, the map is displayed under **Customer Info**.

Figure 77. Google map



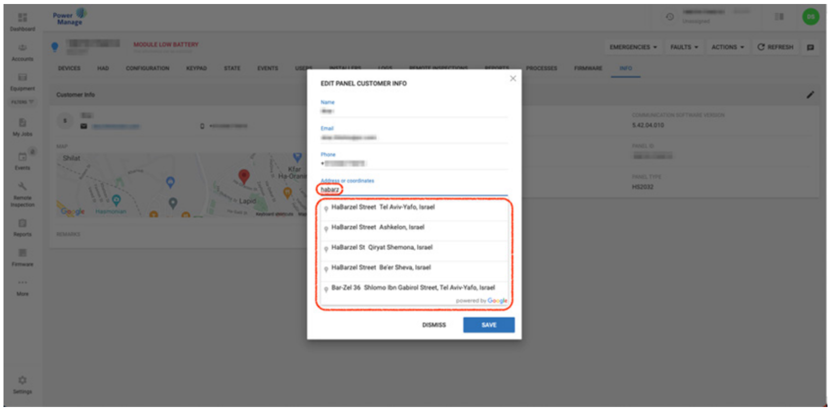
To view **address auto completion** is viewable in two menus.

1. Click **Equipment** in the left hand menu.
2. Click **+ ADD PANEL**.
3. Click the **Address or coordinates** field.

or,

1. Click Equipment in the left hand menu.
2. Select an enrolled panel.
3. In the INFO tab, click pencil icon under **Customer Info**.
4. In the pop up dialog click the **Address or coordinates** field.

Figure 78. Customer info dialog box



Central Station HTTP protocol

When adding Central Station (CS) by clicking **More** > **Central Stations** > **+ADD CENTRAL STATION**, HTTP is added under **Connection Type** in addition to TCP/IP and Serial.

The HTTP requires:

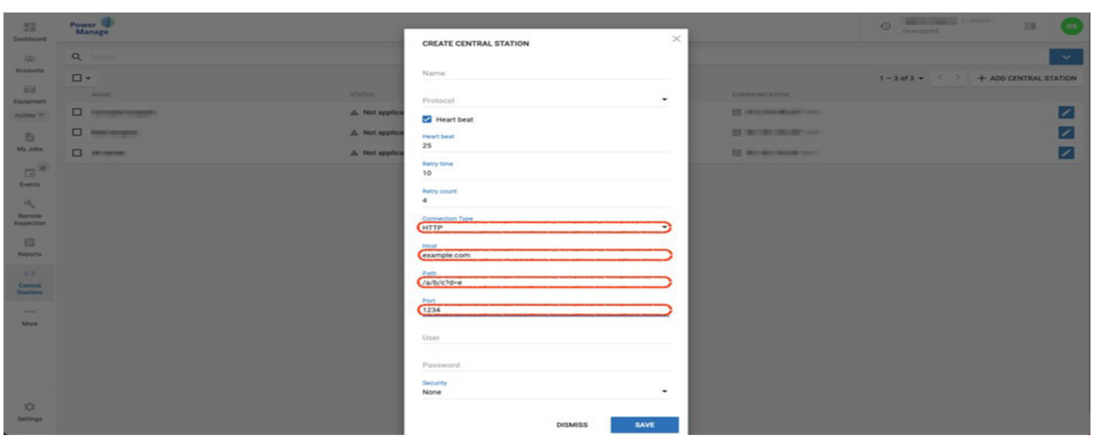
• Host (e.g. example.com)

• Path (e.g. /a/b/c?d=e)

• Port (e.g. 1234)

• User and password – not mandatory

Figure 79. CS http protocol



Neo and PSP panels GPRS infinite connection

In previous versions cable Ethernet (also called BBA) keeps infinite connection with PowerManage while Cellular connection (also called GPRS connection) keeps connection for a limited time.

PowerManage v4.12 enables infinite connection for Cellular connection .

To enable set in MMI:

1. Click **Settings** in the left hand menu
2. In the **GENERAL** tab click **Protocols**
3. In the **ITv2 Settings** field, select **Cellular ITV2 Session Infinity Timeout**.

Note: To maintain GPRS infinite connection PowerManage sets integration timeout (menu [851]➔[771]) to 5 minutes which is longer than 4 minutes time/date period.

MacOS Safari GUI support

MacOS and Safari is supported in the latest version of PowerMnaage GUI to help with installer dedicated privileges during the installation process or integration of ServiceWorker.

Note: **Private Window** functionality is not supported.

Setup PowerManage redundancy with operator privileges

PowerManage operator can setup redundancy topology (main and subordinate) using dedicated credentials which is not the root privileges that is prohibited.

Extended CSV report

In previous versions, reports were made by using the Reports menu or Equipment ➔<select specific panel>➔REPORTS (tab) and then select ‘CREATE REPORT’ button.

In the latest version an additional report type is added **Extended CSV**. This new csv format has additional fields:

• Existing faults e.g..... |Water Leakage, Zone 1, 2022-09-30 01:10:57; Working 1-way, Zone 2, 2022-09-30 01:10:57 |

• Last 20 events e.g. ...|Remote Inspection, Control Panel, 2022 09-30 01:10:57; Panel has gone offline, IPMP, 2022-09-30 01:10:57 |

• Last 20 Processes e.g. ...|Download standard log, Succeeded, 2022-09-30 01:10:57; Download configuration, The PowerMax is armed., 2022-09-30 01:10:57 |

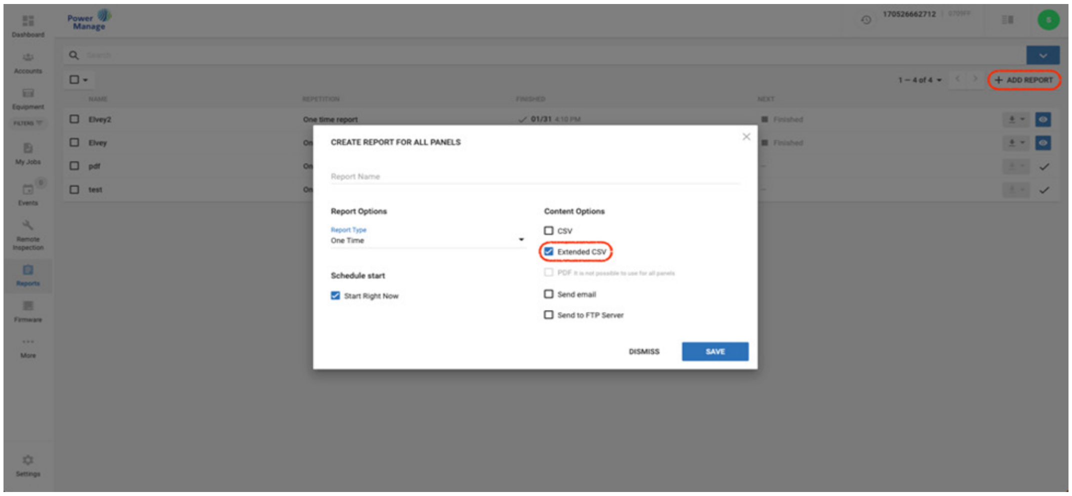
• RRI active faults e.g. ...|RRI1, 2022-09-30 01:10:57, Water Leakage, Zone 1, 2022 09-30 01:10:57; RRI1, 2022-09-30 01:10:57, Working 1-way, Zone 2, 2022-09-30 01:10:5; RRI2, 2022-09-30 01:10:57, Working 1-way, Zone 2, 2022-09-30 01:10:57 |

• RRI Bypassed Zones e.g. ...|RRI2, 2022-09-30 01:10:57, Zone 1; RRI2, 2022-09-30 01:10:57, Zone 2; .... |

Each field within event/process/fault is comma separated.

Each event/process/fault is semicolon separated.

Figure 80. Extended CSV report



PowerManage 4.10 updates

LTE modems upgrade for V18 panels

You can upgrade the 4G/LTE GSM modem of the following PowerMaster panels: PM360, PM360R and PM30, PM10, PM33E.

Server version 4.8 upgrades panels version 19 and 20, and server version 4.10 includes panels version 18.

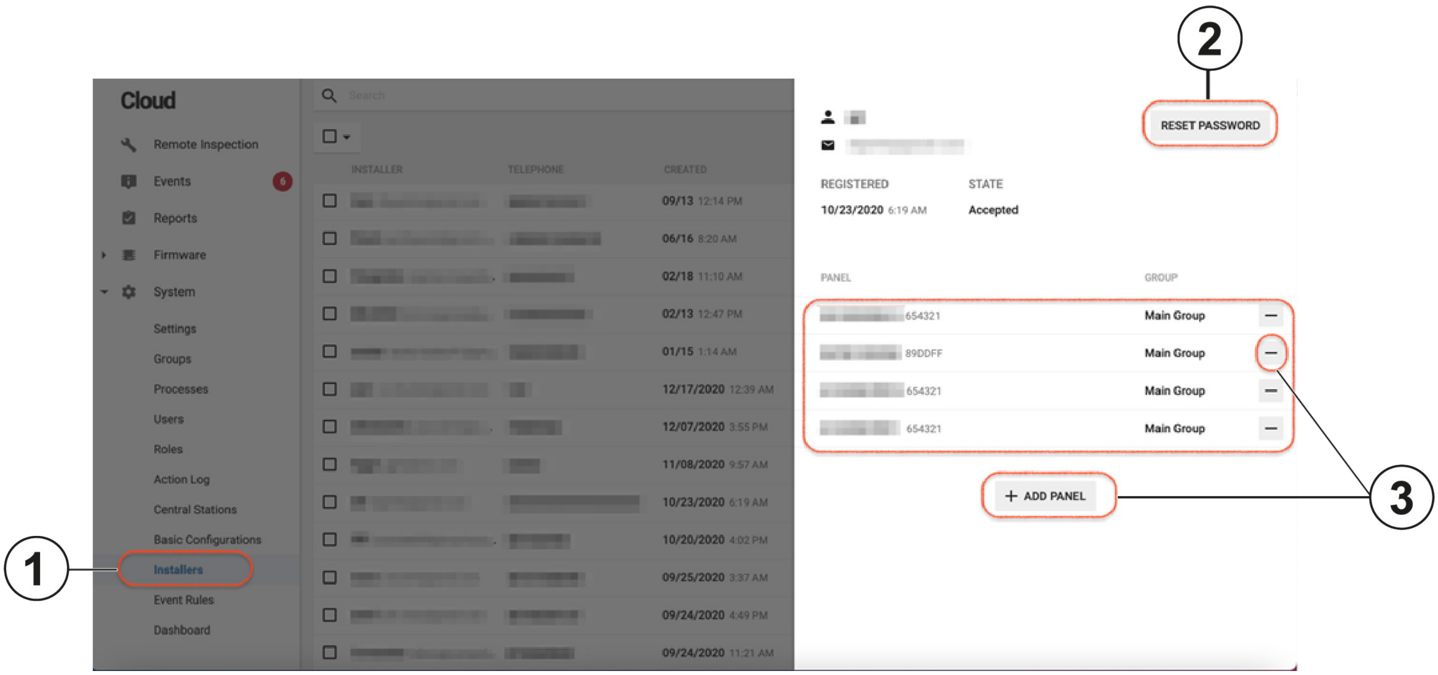
Dual path push notifications

A custom event description is defined on the dual path as a description for each event number for each communicator.

This custom event description displays in the user application ConnectAlarm as an event or push notification.

Installers management

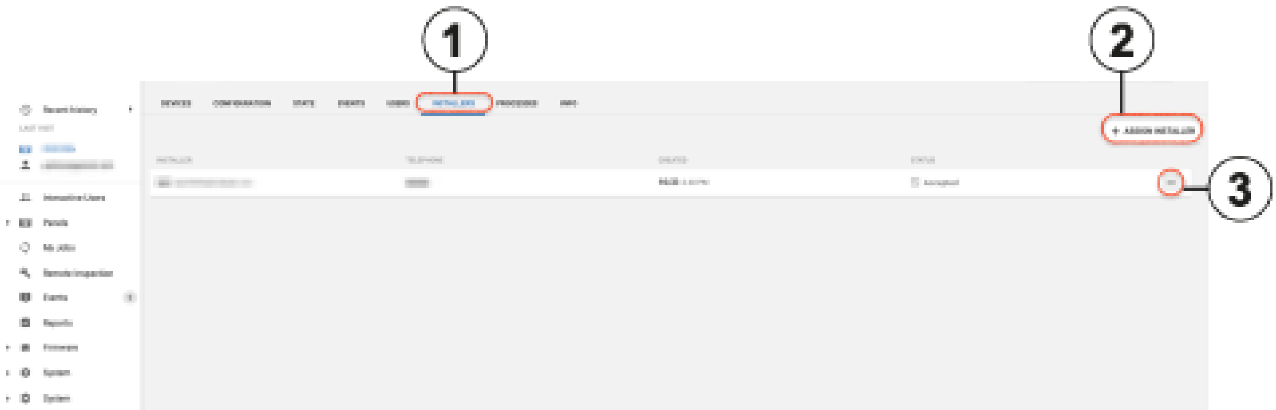
Installers are managed in the Sytem page in the main menu.



1. Click Installers and select an installer from the pop-up menu on the right.
2. Click RESET PASSWORD to invalidate the installer's current password. The installer receives a 2FA verification email.
3. Add or remove panels from the installer and click on a panel to navigate to the INSTALLERS tab.

INSTALLER tab in panel pane

The operator can also add or remove installers that are connected to the panel in **INSTALLERS** tab



Callout	Description	Function
1	**INSTALLER**	The Operator can add or remove installers connected to the panel by clicking this tab.
2	**+ASSIGN INSTALLER**	Click **ASSIGN INSTALLER** to add a new installer.
3	**-**	Click the minus button to remove an installer.

Incremental Upgrade

An incremental upgrade uses small software packages, where one package contains one tool and is accessed through the internet from a remote software repository You can incrementally upgrade the PowerManage server so only the relevant part of the server is upgraded, and the remaining server is unaltered.

For incremental upgrades please contact Tyco’s technical support.

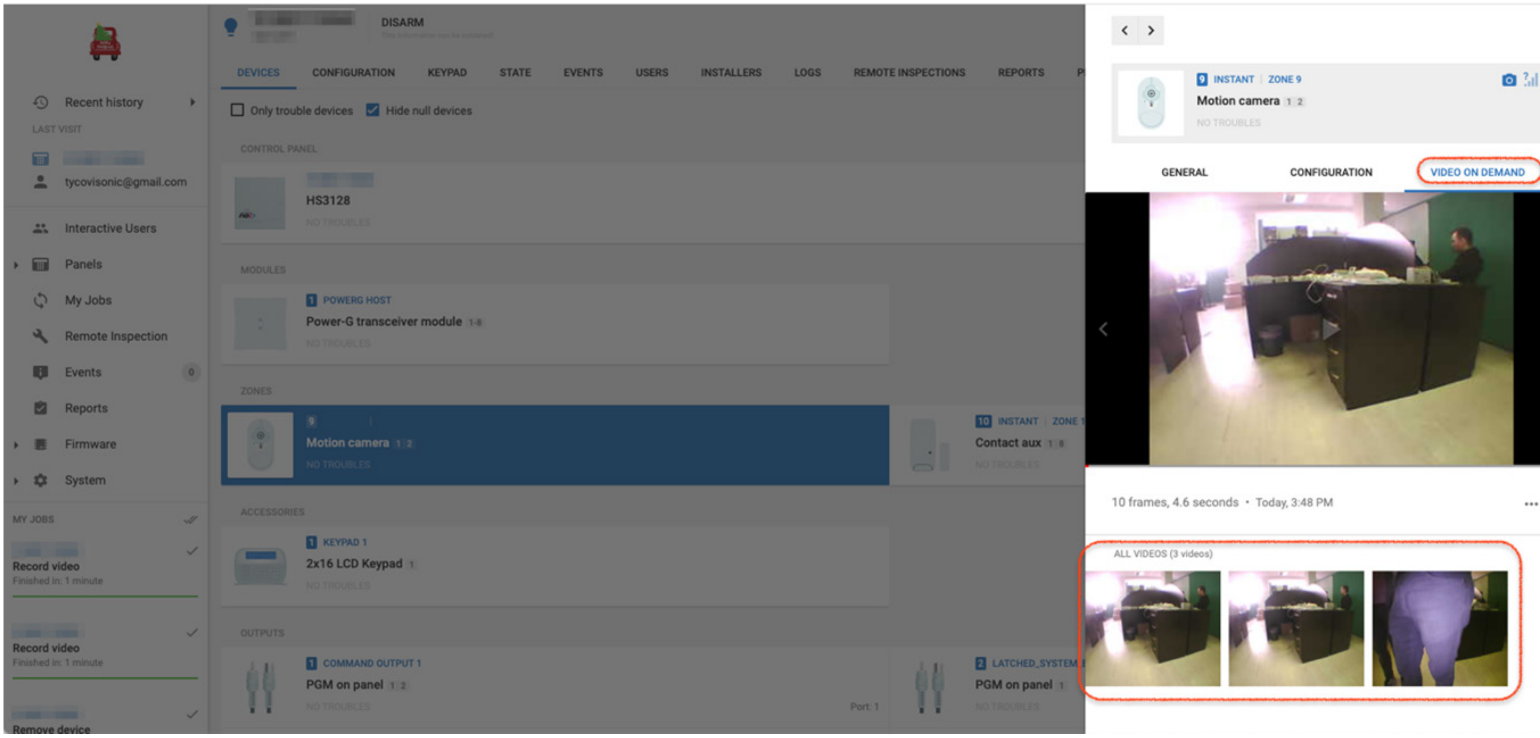
Note: This mechanism is more powerful than the patch’s mechanism.

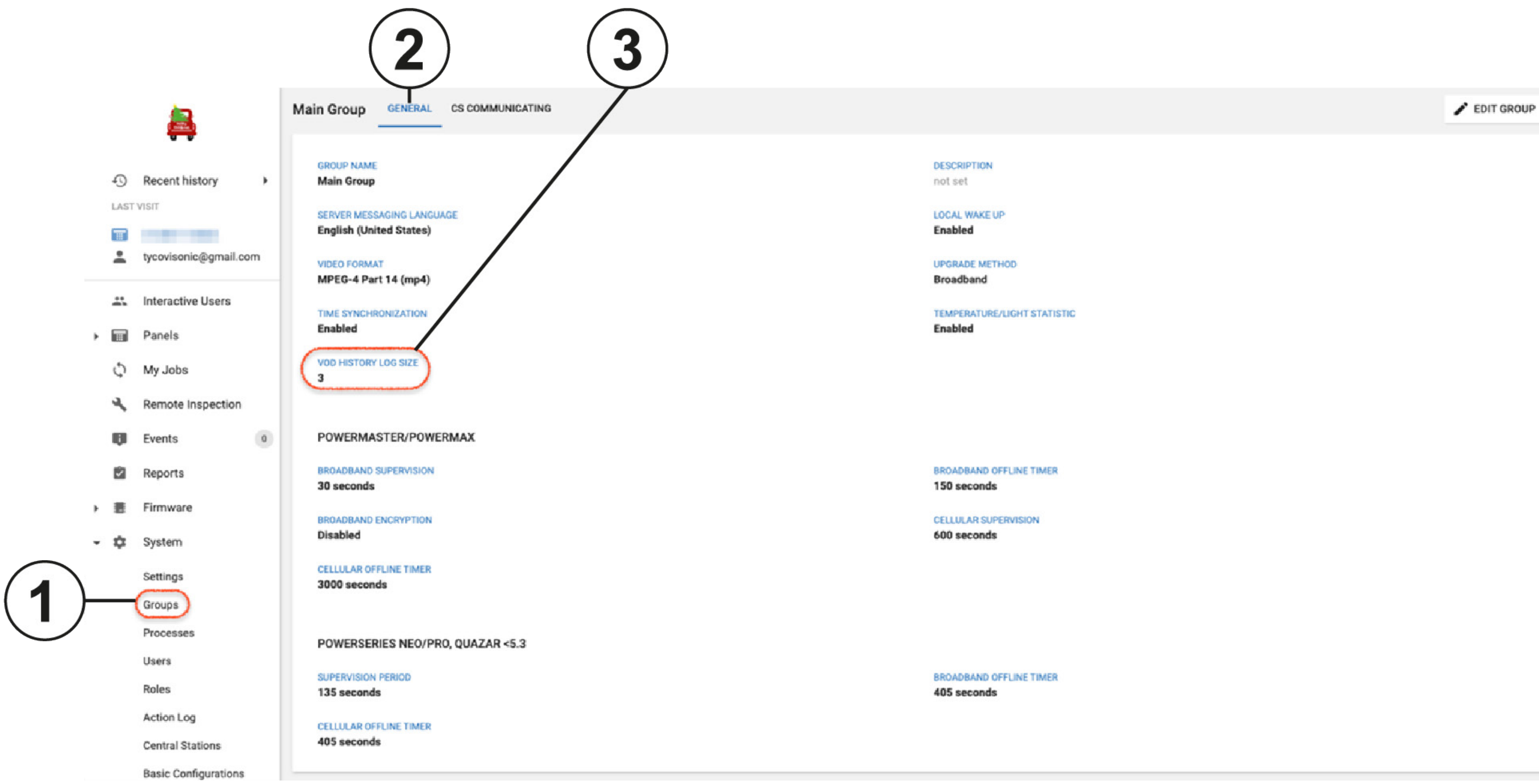
The incremental upgrade replaces the existing patch.

VOD history

In previous versions only the last video on demand (VOD) was saved.

The server can now store multiple VOD clips on the GUI.





Setting the number of VOD history clips:

1. In the main menu, in the **System** tab, click **Groups** and select the relevant group.
2. Click **GENERAL** in the top panel.
3. Click **VOD HISTORY LOG SIZE** to set the number of relevant clips.

Offline handler tuning for DSC panels

Offline handler tuning corrects the logic for Neo/PSP panels offline in geo-redundancy (master secondary) topology.

If a panel is offline in the master server but online in the secondary server (secondary server received supervision message), then master server does not send a communication trouble message to the CS.

Note: The same communication channel (BBA or GPRS) needs to be connected to both master and secondary servers for the offline logic to work correctly.

CAUTION

Note: No warning message displays before the operation.

If the **REMOVE PANEL BY RESETTING THE RECEIVER IP** option is enabled, then the panel does not enroll back to the server.

The installer can remove the panel from the server by using the app AlarmInstall.

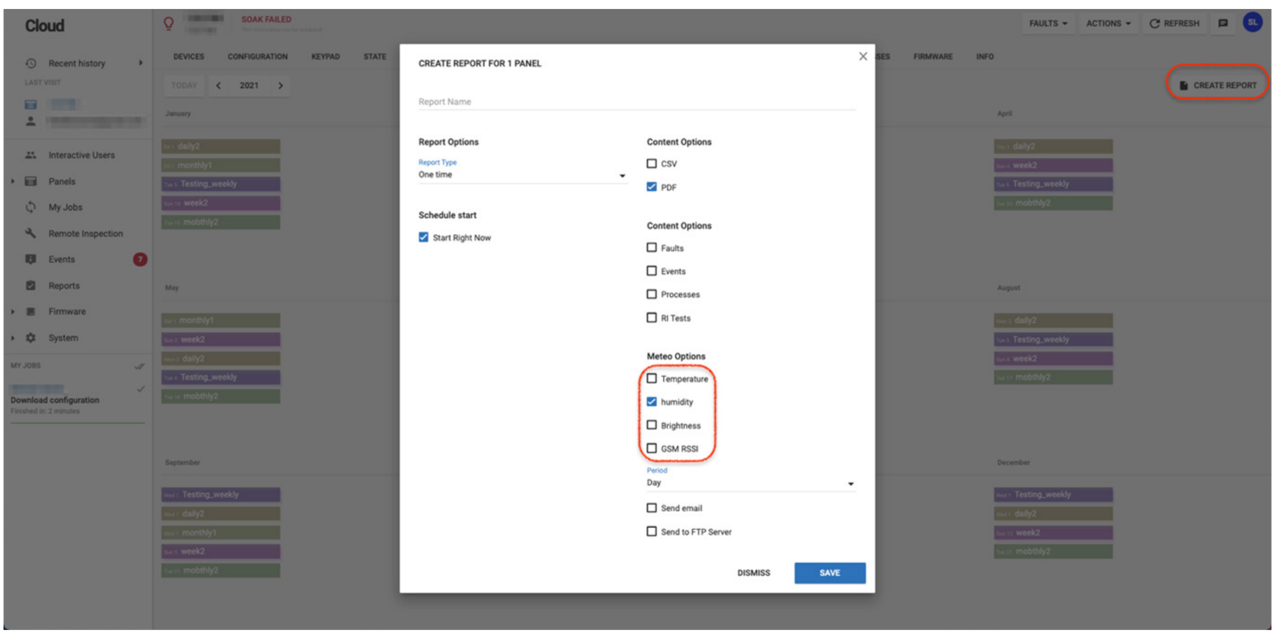
Process creator real name

Hovering the cursor over a user displays the user name and email of the operator that created the process.

Log forwarding

Tyco's technical support can configure the server by using the MMI editor to send the server's log for debug purposes.

GSM or PowerG RSSI, temperature, and light statistic in reports



To include temperature, humidity, brightness or GSM RSSI graphs in PDF reports:

1. Select a panel.
2. In the **Reports** tab, click **CREATE REPORT**.
3. In **Meteo Options**, select the relevant statistics box.
4. Click **SAVE**.

Three separate private remark fields in panel info tab

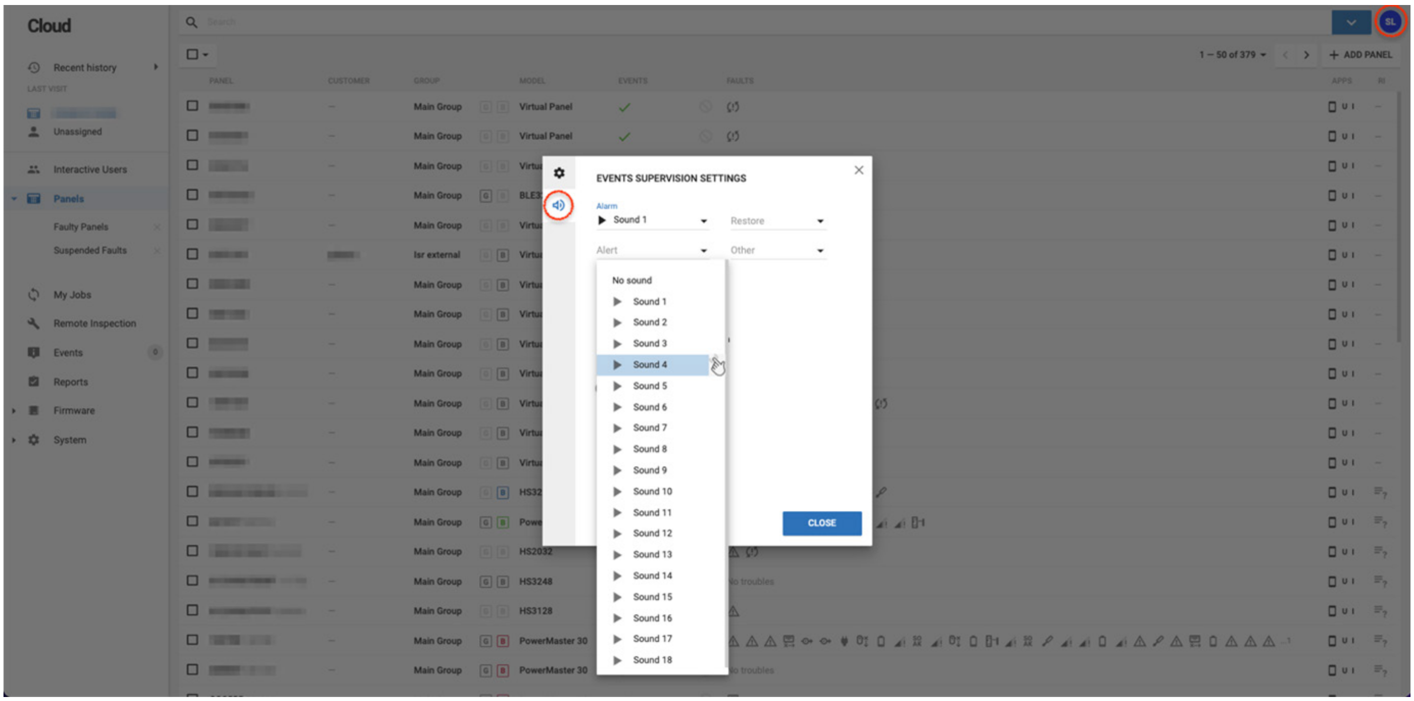
In the INFO tab of a panel there are three remarks instead of one.

Stream new events – ON

By default, **Stream new events** is turned **ON** which causes new events to show up in the GUI.

Customizing sounds

Sounds are played when an event arrives to the server and can be customized according to category.



Configuring sounds:

1. Click the **User** icon in the upper-right corner of the screen, then click **Settings**. Click the speaker icon.

2. The following four categories of sounds appear:

• Alarm

• Alert security

• Open/close (arm/disarm)

• Other

Note: These categories are the same as in group forwarding.

3. Click the small triangle on the left or hover the cursor over the sound text to play the audio.

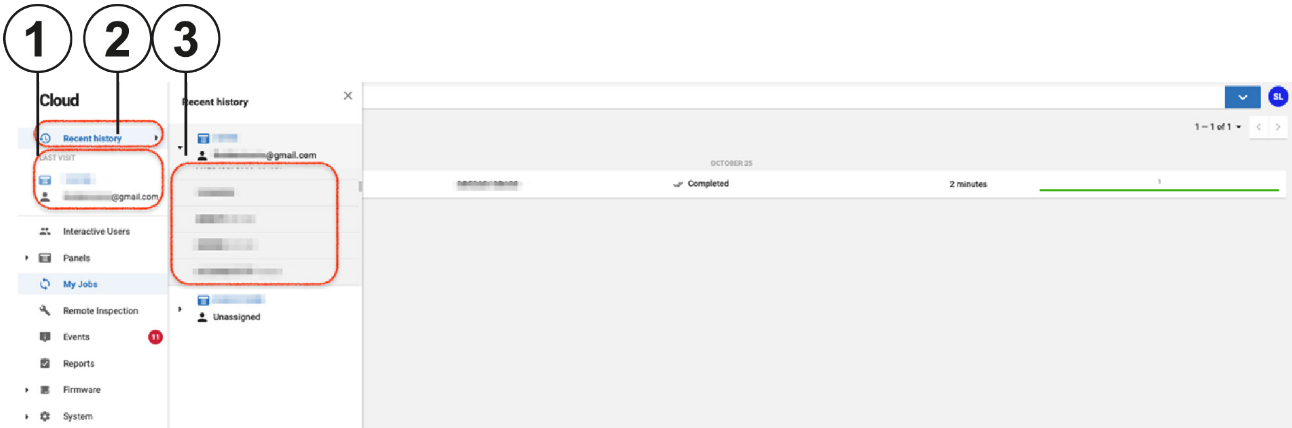
Device ID filtering

DEVICE ID search option is added in the Panels pane.

AC Fail false warning fix

AC-failure, low-battery, line-failure, and other options are shown in the **Panels** pane and in **DEVICES** tab after selecting a panel. This only occurs when trouble is active and not in memory. Trouble may remain in memory until the panel is disarmed and armed again, or if the trouble no longer exists.

Recent history and Last visit widgets



Callout	Description	Function
1	LAST VISIT	Displays the panel name and any interactive user of the panel that has been viewed in current session by the operator. **Note**: Only shown if a panel has been viewed.
2	Recent History	Lists all the panels and master users that the operator has viewed during the current session.
3	Triangle button	Click one of the panels from the list to display all the master user’s registered panels. The operator can click and view panels here. If the panel does not have a master user, it displays **Unassigned**.

Interactive users

The **Interactive Users** tab is located in the main menu.

Secondary node group synchronization

Groups created on the master node are synchronized with the secondary node:

- New groups created on master node are synchronized with secondary node with its attributes.
- Panels added or removed from a group on master node are also synchronized with secondary node.

PowerManage 4.8 updates

See the following list of PowerManage 4.8 updates.

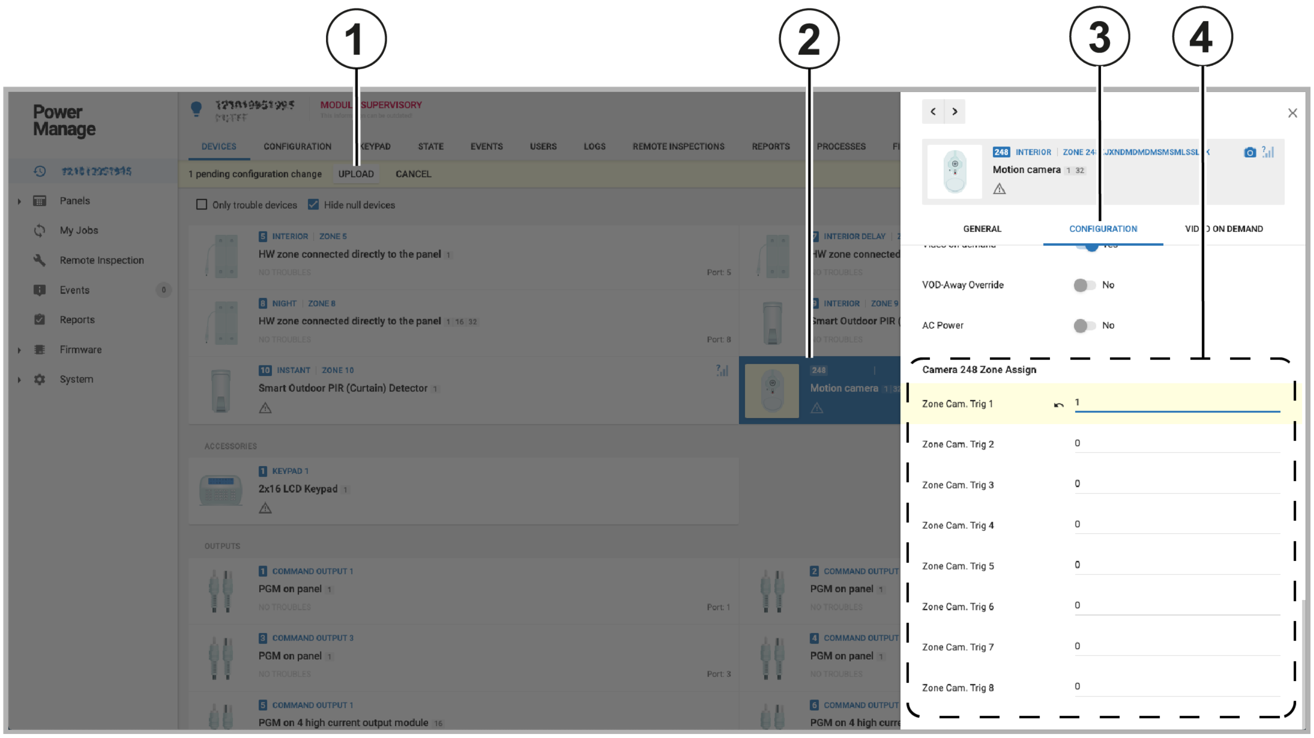
PIR camera zone association

You can associate a PIR (passive infrared) camera with up to eight sensors. If any of the sensors trigger, the PIR camera records video footage for a short period of time.

In the PowerManage web application, the footage associates with the alarm event that the sensor triggers and not the PIR camera. In the following example, the sensor in zone 1 connects to the PIR camera in zone 248. For more information, see Camera Zone Assign in [PIR camera zone association](#) and Zone in [PIR camera zone association](#). When the sensor in zone 1 triggers an alarm, the PIR camera footage attaches to the sensor. For more information, see Camera icon in [PIR camera zone association](#).

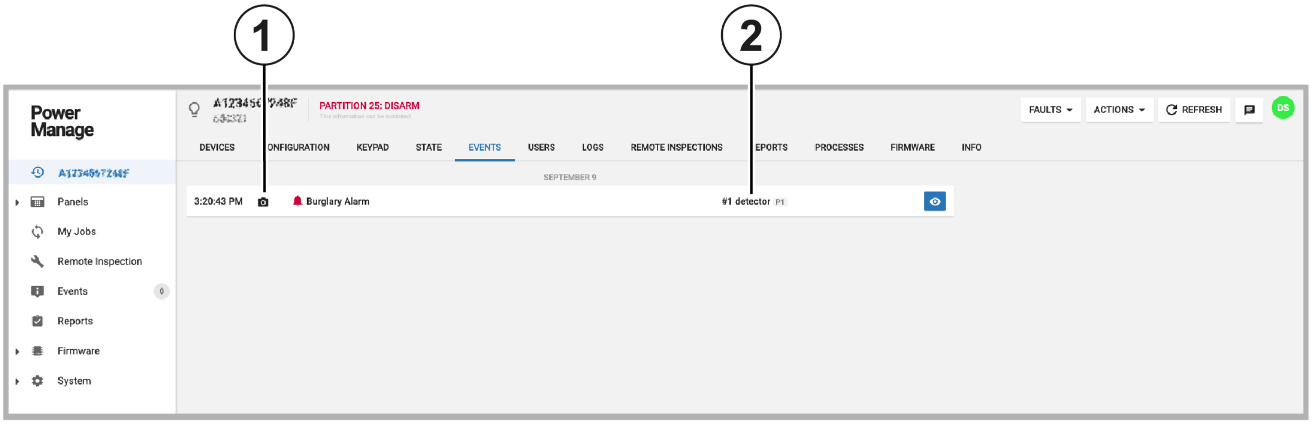
To associate a PIR Camera with one or more sensors, see [Associating a PIR camera with a sensor](#).

Figure 81. PIR camera zone association



Callout	Name	Description
1	UPLOAD button	Click **UPLOAD** to upload the configuration you make in Camera Zone Assign to the server.
2	PIR camera	Click a PIR camera device to open the device in the examination pane.
3	CONFIGURATION tab	Click **CONFIGURATION** to edit the device configuration.
4	Camera Zone Assign	Enter the zone numbers of the sensors that you want to trigger the PIR camera.

Figure 82. PIR camera zone association event



Callout	Name	Description
1	Camera icon	Indicates that video footage is available from an associated PIR camera.
2	Zone	Indicates the zone number of the sensor.

Associating a PIR camera with a sensor

Note: You can associate a PIR camera with sensors with a PSP 1.30 panel only.

1. To open a panel in the Equipment hub, on the **Panels** page, in the PANEL column, click the panel name.
2. On the DEVICES tab, click a PIR camera device.
3. In the examination pane, click **CONFIGURATION**. If the configuration parameters are not up to date, click **REFRESH**.
4. Scroll down to **Camera X Zone Assign**. The X represents the PIR camera device zone number.
5. In a **Zone Cam Trig** field, enter the zone number of the sensor that you want to trigger the PIR camera to record video footage.
6. **Optional**: Repeat Step 5 to associate the PIR camera with up to seven additional trigger sensor devices.
7. To save the configuration in the panel, in the notification panel below the Devices tabs, click **UPLOAD**.

Using video on demand with ITv2 integration

The user or operator can record a short video clip after an alarm with video on demand through the ITv2 protocol integration.

In Neo and PSP panels, video on demand is available only if the FIBRO receiver channel is configured to the PowerManage server. For PSP panels version 1.3 and later, you can use video on demand with the ITv2 integration channel.

PIR camera images during a system test

In a system test, Neo panels version 1.35 and later, and PSP panels version 1.30 and later, upload two images from each PIR camera sensor. You can view the video footage in the PowerManage GUI.

If both the FIBRO receiver and the ITv2 integration channels direct to the PowerManage server, one system test event appears in the PowerManage web application with the PIR camera video footage.

If the ITv2 integration channel only directs to the PowerManage server, two system test events appear in the PowerManage web application. The first system test event, like in previous versions, does not have video. The second system test event contains video footage from the PIR cameras.

Upgrading 4G/LTE modems

You can upgrade 4G/LTE cellular modems for PowerMaster panels. The 4G/LTE modem comprises two parts that you can upgrade separately, the GSM modem and the OTA (Over The Air) modem.

Before you can upgrade either the GSM modem or the OTA modem, technical support must upload the upgrade package to the repository and attach it to the PowerManage server. The packages appear in the global FIRMWARE page and the local FIRMWARE tab.

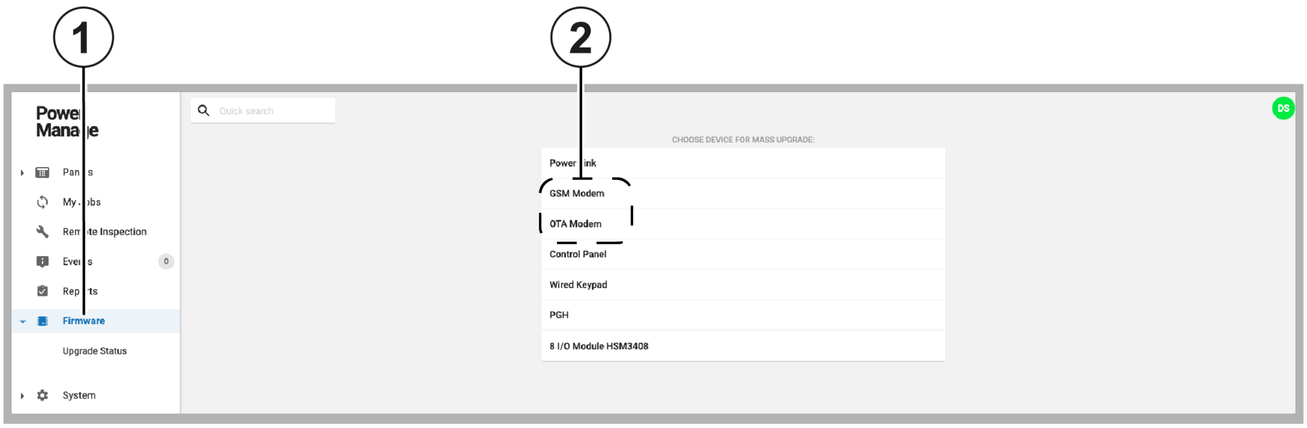
Note: To upgrade the GSM modem, choose the upgrade package that matches both your current version and the version that you want to upgrade to. To upgrade the OTA modem, choose only the upgrade package that matches the version that you want to upgrade to.

To mass upgrade the GSM modem or the OTA modem for multiple panels, see Mass upgrading the firmware of a device.

To upgrade the GSM modem or the OTA modem for a single panel, see Upgrading the firmware of an individual panel in the equipment hub.

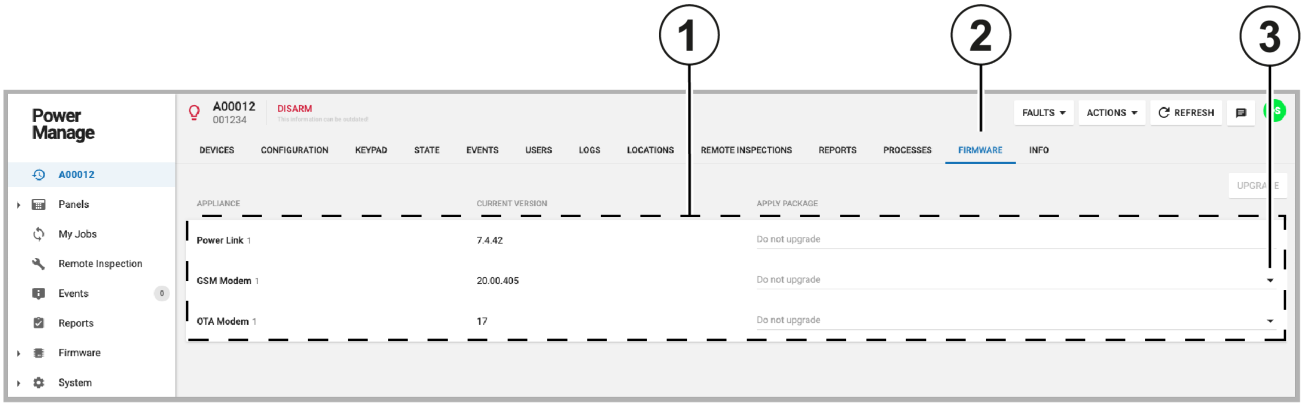
You can see the 4G/LTE cellular modem on the DEVICES tab in the Equipment hub. The software version and RSSI also display. For more information, see GSM modem and OTA modem in GSM modem and OTA modem on the devices tab.

Figure 83. Global firmware page



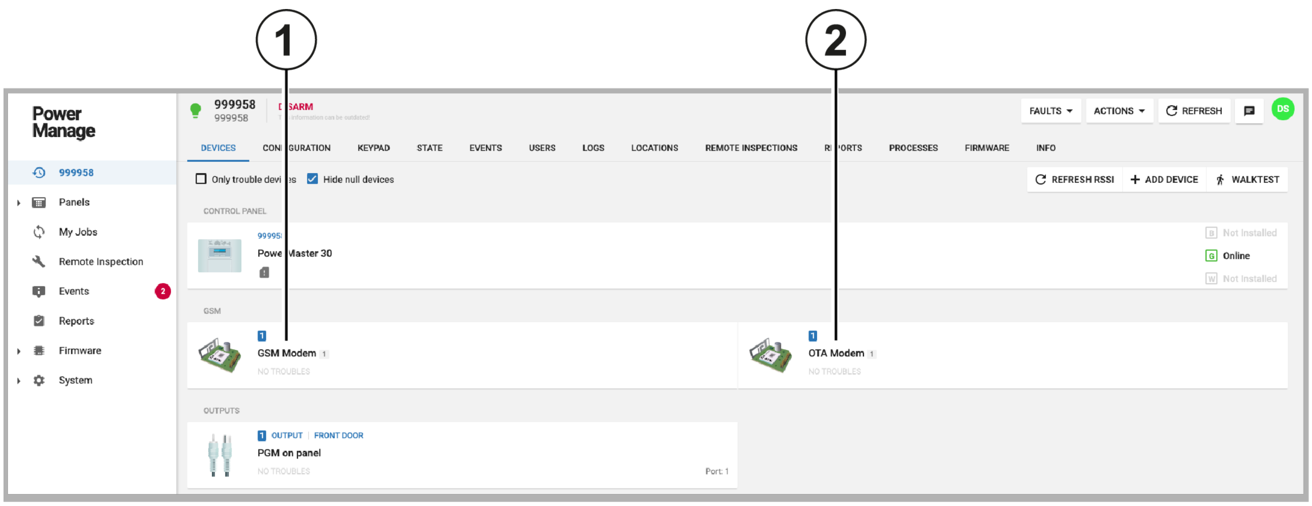
Callout	Name
1	Firmware page
2	GSM Modem and OTA modem

Figure 84. Local firmware page



Callout	Name	Description
1	Upgrade packages	Select an upgrade package in the APPLY PACKAGE list
2	FIRMWARE tab	FIRMWARE tab on the panels page
3	Upgrade package dropdown list	Click to select an upgrade package from a dropdown list.

Figure 85. GSM modem and OTA modem on the devices tab



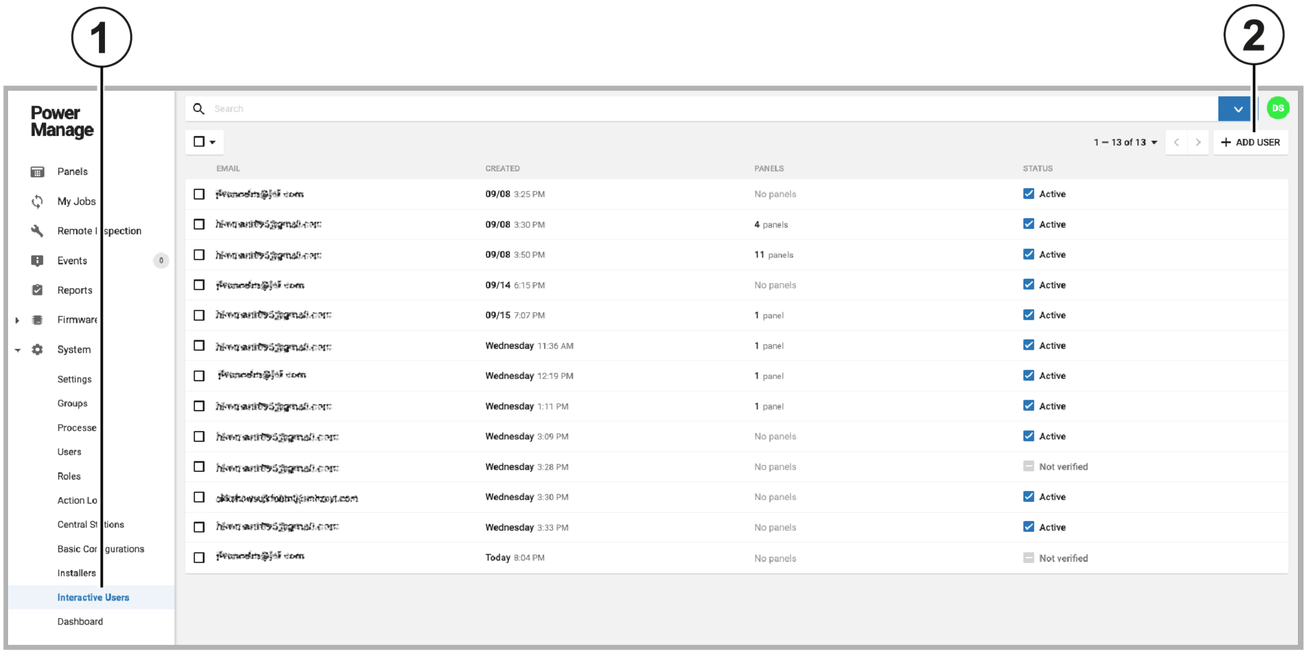
Callout	Name
1	GSM modem
2	OTA modem

Interactive user management

The Interactive Users page includes additional interactive user management features. For more information, see *Interactive user management*.

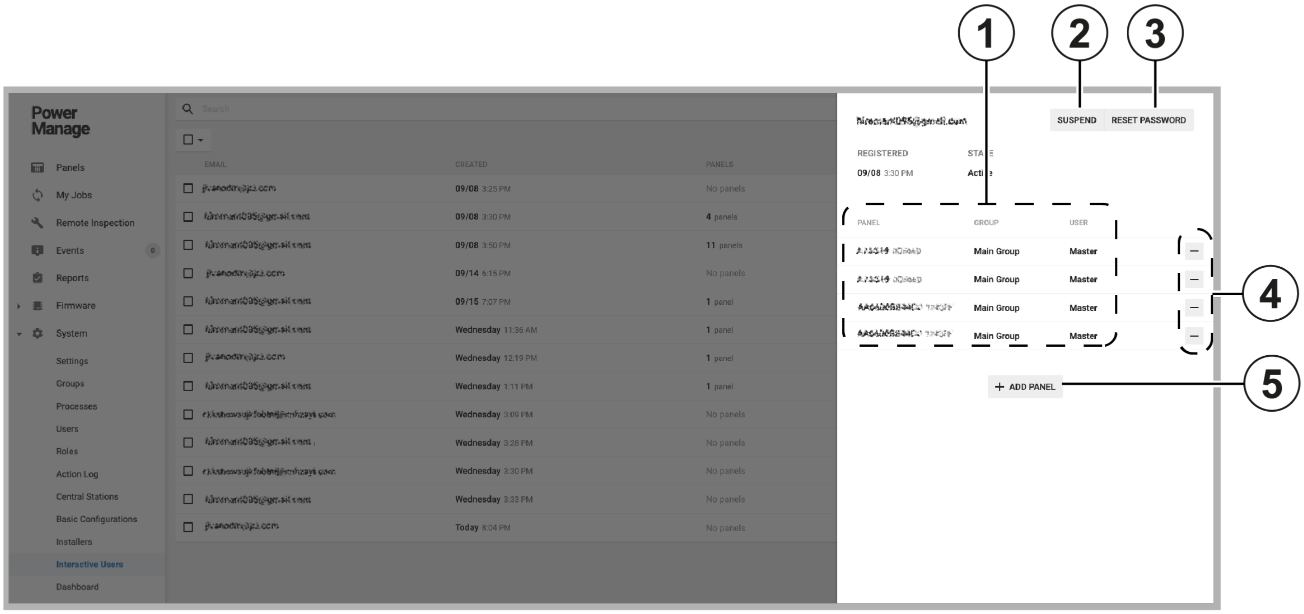
For more information about the Interactive Users page, see Interactive Users page in *Interactive user management*.

Figure 86. Interactive Users page updates



Callout	Name	Description
1	Interactive Users page	For more information, see [*Accounts page*](#).
2	ADD USER	Click to add a new user with an email address. The new user receives a two-factor authentication verification email to enter in the ConnectAlarm app.

Figure 87. Interactive user management



Callout	Name	Description
1	SUSPEND	Click to suspend the user.
2	RESET PASSWORD	Click to reset the user's password.
3	Connected panels	Displays the panels the user is connected to. - PANEL: Displays the name of the panel - GROUP: Displays the panel group - USER: Displays the type of user permissions the user has for the panel
4	Remove panel button	Click to remove a panel from the interactive user account
5	ADD PANEL	Click to add a new panel to the interactive user account

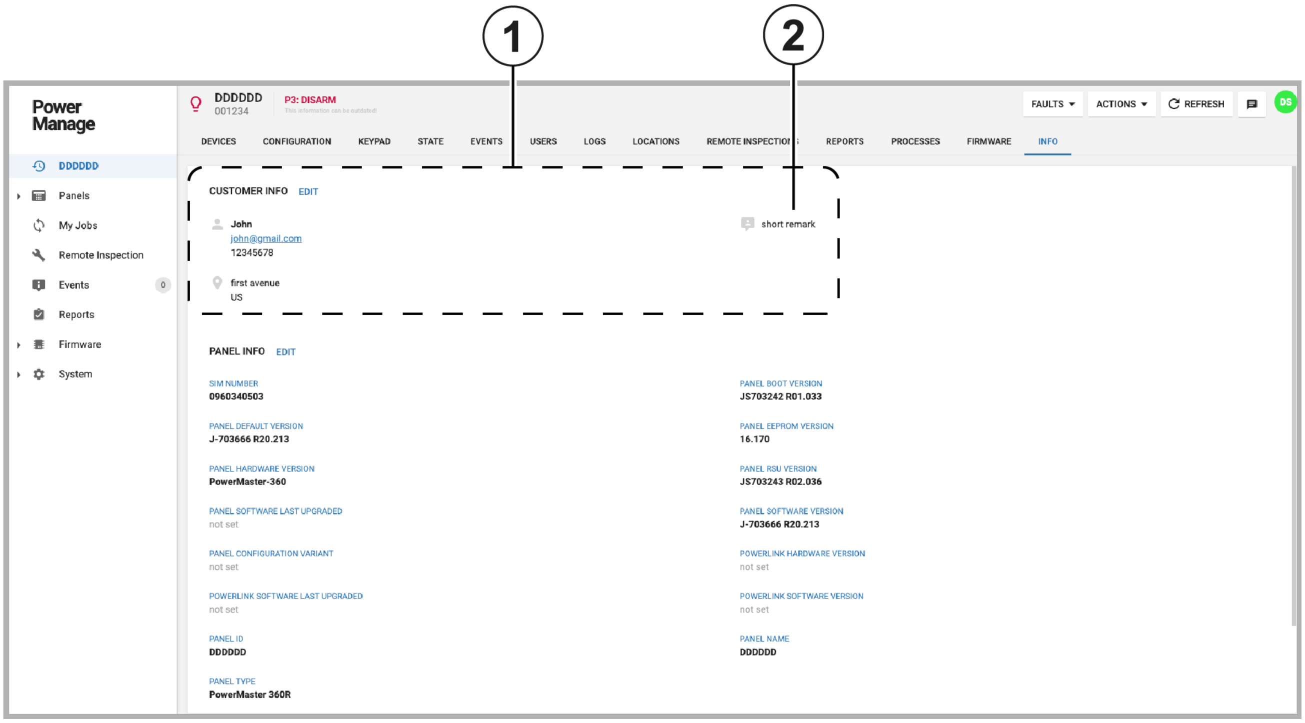
Panel search by customer information

You can search for a panel on the Panels page using the following information that is on the INFO tab:

- Customer name
- Customer email address
- Customer phone number
- Customer address
- Any comments posted on the INFO tab

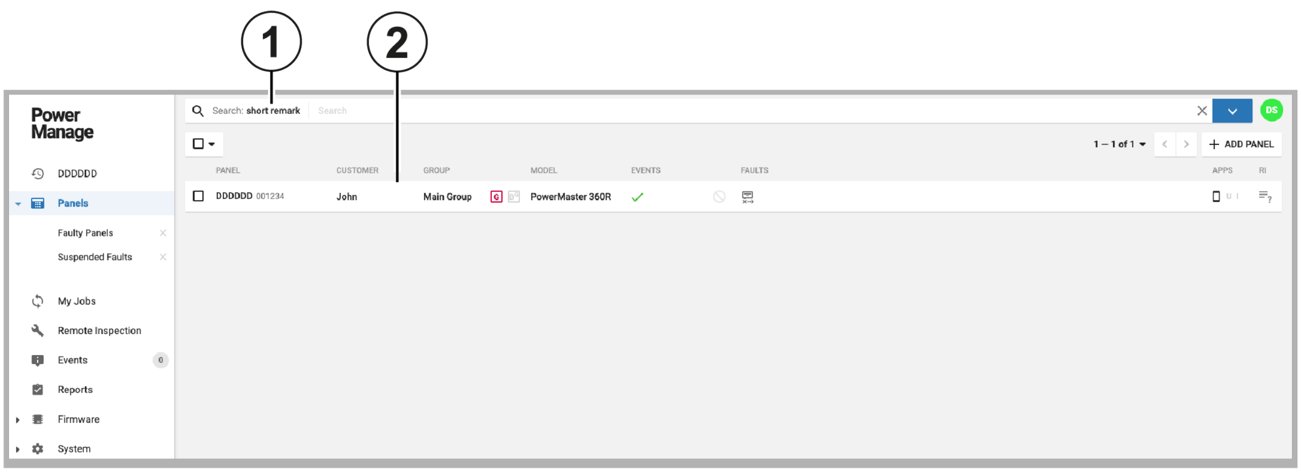
For example, you can search for the panel in the following figure that contains the comment, `short remark`. For more information, see Panel in *Panel search by customer information* and Comment in *Panel search by customer information*. If you type `short remark` in the search bar on the Panels page, the search results display the panels that contain the comment in the INFO tab of the panel. For more information, see CUSTOMER INFO in *Panel search by customer information*.

Figure 88. Customer information on the INFO tab



Callout	Name	Description
1	CUSTOMER INFO	Information about the customer that users can edit on the INFO tab.
2	Comment	A comment that a user enters. Click **EDIT** to leave a comment.

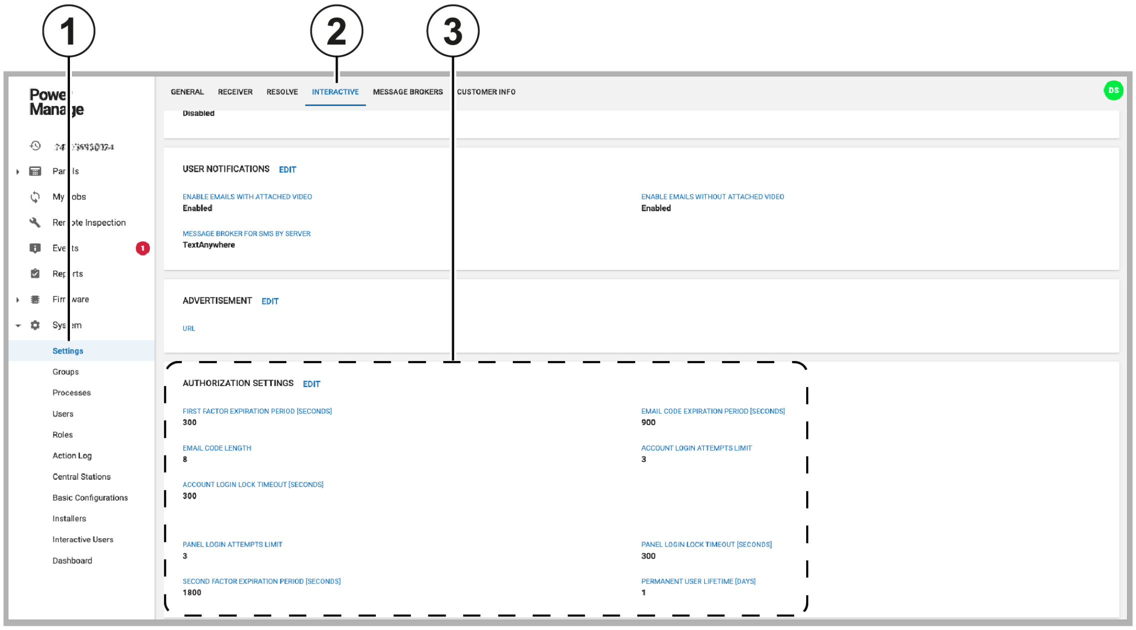
Figure 89. Searching for panels with customer information



Callout	Name	Description
1	Comment	Type a comment to search the Panels page for any panel with the same comment left in the panel's INFO tab.
2	Panel	Panels that contain the search term in the panel's INFO tab appear in the search results.

Authorization settings for interactive users

Figure 90. Authorization settings



Callout	Name	Description
1	Settings page	For more information, see Settings page.
2	INTERACTIVE tab	For more information, see Interactive tab.
3	AUTHORIZATION SETTINGS	- **FIRST FACTOR EXPIRATION PERIOD [SECONDS]**: The time that a user can stay logged on to the app when the AlarmInstall and ConnectAlarm apps are minimized and running in the background - **EMAIL CODE LENGTH**: The length of the verification email code that the server sends to the user during the two-factor authentication sign up process - **ACCOUNT LOGIN LOCK TIMEOUT [SECONDS]**: The length of time that the user's account is blocked from a panel if the user enters incorrect two-factor authentication logon information for more times than the limit - **PANEL LOGIN ATTEMPTS LIMIT**: The number of two-factor authentication logon retries before the user's account is blocked - **SECOND FACTOR EXPIRATION PERIOD [SECONDS]**: The length of time that the AlarmInstall and ConnectAlarm app stay connected to a panel if the app is minimized and running in the background. - **EMAIL CODE EXPIRATION PERIOD [SECONDS]**: The length of time that the two-factor authentication email verification code is valid. - **ACCOUNT LOGIN ATTEMPTS LIMIT**: The number of two-factor authentication log on retries before the user's account is blocked - **PANEL LOGIN LOCK TIMEOUT [SECONDS]**: The length of time that access to a panel is blocked if the user enters incorrect two-factor authentication log on information for more times than the limit - **PERMANENT USER LIFETIME [DAYS]**: The number of days a user has a permanent user status after successfully logging on to a panel. Permanent users can log on to the panel, even if the panel is locked

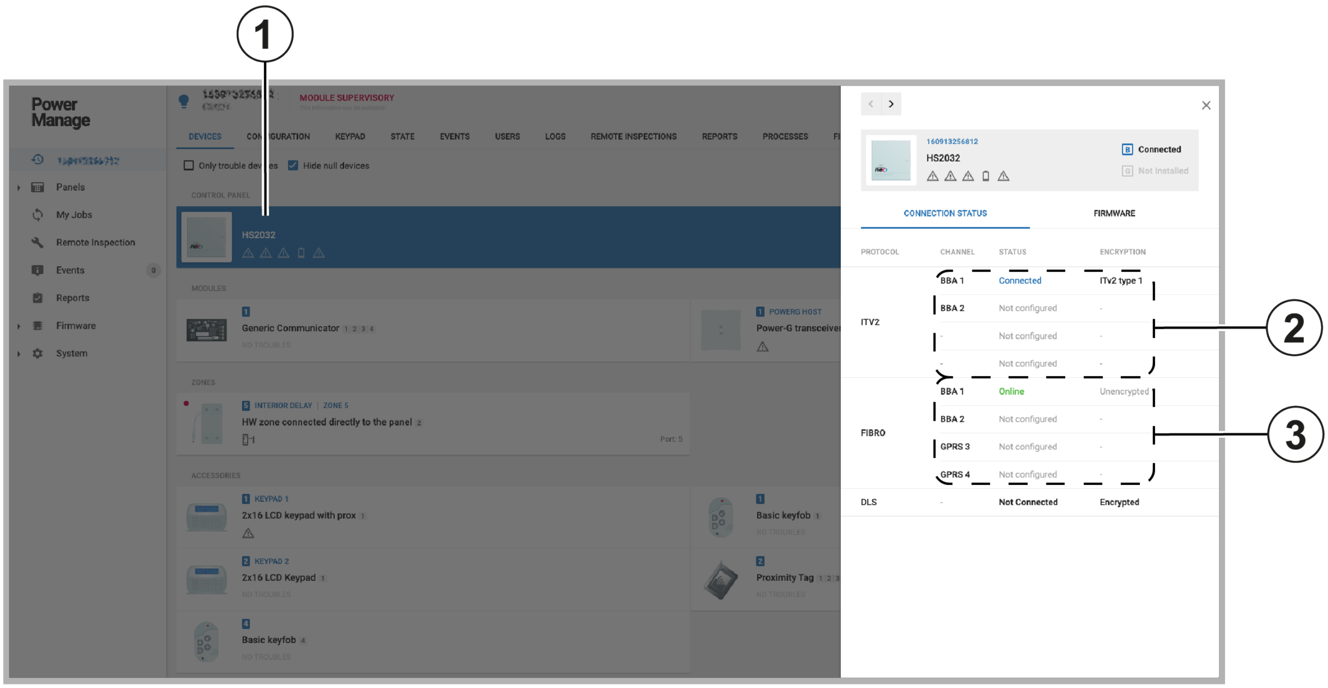
Panel connection channel status

To view the channel connection statuses of a panel, see ITv2 integration channels and FIBRO receiver channels in *Panel connection channel status*.

In the following figure, the Neo panel has four ITv2 integration connection channels. The first channel is connected to the server and the remaining three channels are not configured.

The Neo panel also has four FIBRO receiver connection channels. The first channel is connected to the server and is online. The remaining three channels are not configured.

Figure 91. Panel communication channel status on the DEVICES tab



Callout	Name	Description
1	Selected panel	Click a panel to open the panel in the examination pane and view the connection channels on CONNECTION STATUS tab.
2	ITv2 channels	There are four ITv2 integration connection channels.
3	FIBRO channels	There are four FIBRO receiver connection channels.

Viewing panel connection channels

1. To open a panel in the Equipment hub, on the Panels page, in the PANEL column, click the panel name.
2. On the DEVICES tab, click the panel you want. On the CONNECTION STATUS tab, the panel channel connection statuses display in the examination pane.

For more information on panel channel connection statuses, see Viewing panel connection channels.

Reading the diagnostics of a panel

Read the diagnostics of a panel to view the panel power data.

Note: System diagnostics are available for Neo and PSP panels only.

1. To open a panel in the Equipment hub, on the Panels page, in the PANEL column, click the panel name.
2. From the ACTIONS list, click **Read Diagnostic**. A **Read diagnostic info** process starts in the MY PROCESSES pane. For more information about the MY PROCESSES pane, see Navigating the MY PROCESSES pane.
3. When the process ends successfully, on the DEVICES tab, click the panel.
4. In the examination pane, to open the DIAGNOSTIC tab, click **DIAGNOSTIC**.

To ensure the data is up to date, repeat this procedure to refresh the diagnostic reading.

Figure 92. Starting a Read diagnostic process

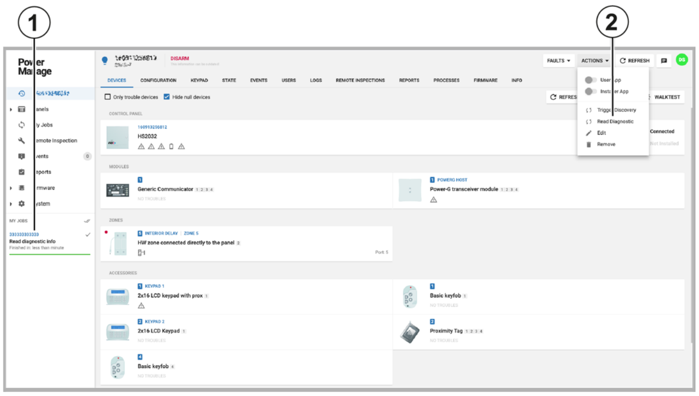


Table 2. Starting a Read diagnostic process

Callout	Name	Description
1	**Read diagnostic info** process	When you click **Read Diagnostic**, a **Read diagnostic info** process starts in the MY PROCESSES pane.
2	Read Diagnostic	Click to start a **Read diagnostic info** process.

Figure 93. Panel diagnostic results

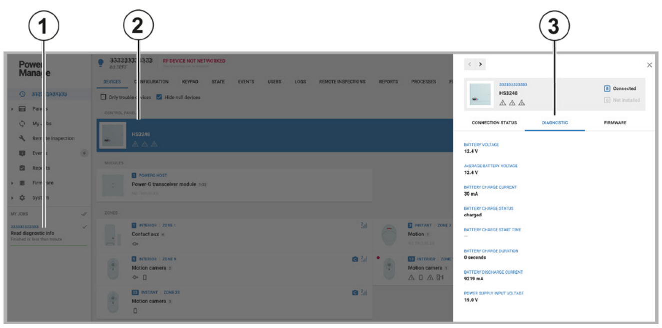


Table 3. Panel diagnostic results

Callout	Name	Description
1	**Read diagnostic info** process	When you click Read Diagnostic, a **Read diagnostic info** process starts in the MY PROCESSES pane.
2	Selected panel	Click a panel to open it in the examination pane.
3	DIANOSTIC tab	Click DIAGNOSTIC to view the panel's diagnostic information on the DIAGNOSTIC tab.

Enabling or disabling temperature and light statistics for a group of panels with smart devices

Note: Temperature and light statistics are disabled by default for groups. Processing this data increases communication and requires higher bandwidth.

1. In the navigation pane, click **System**, then click **Groups**.
2. Click the group you want.

3. Click **EDIT GROUP**.
4. Enable **Temperature/light statistic**.
5. Click **SAVE**.

To view the temperature or light statistics of a device, see [Viewing device smart temperature or light readings](#).

Figure 94. Temperature and light statistic status

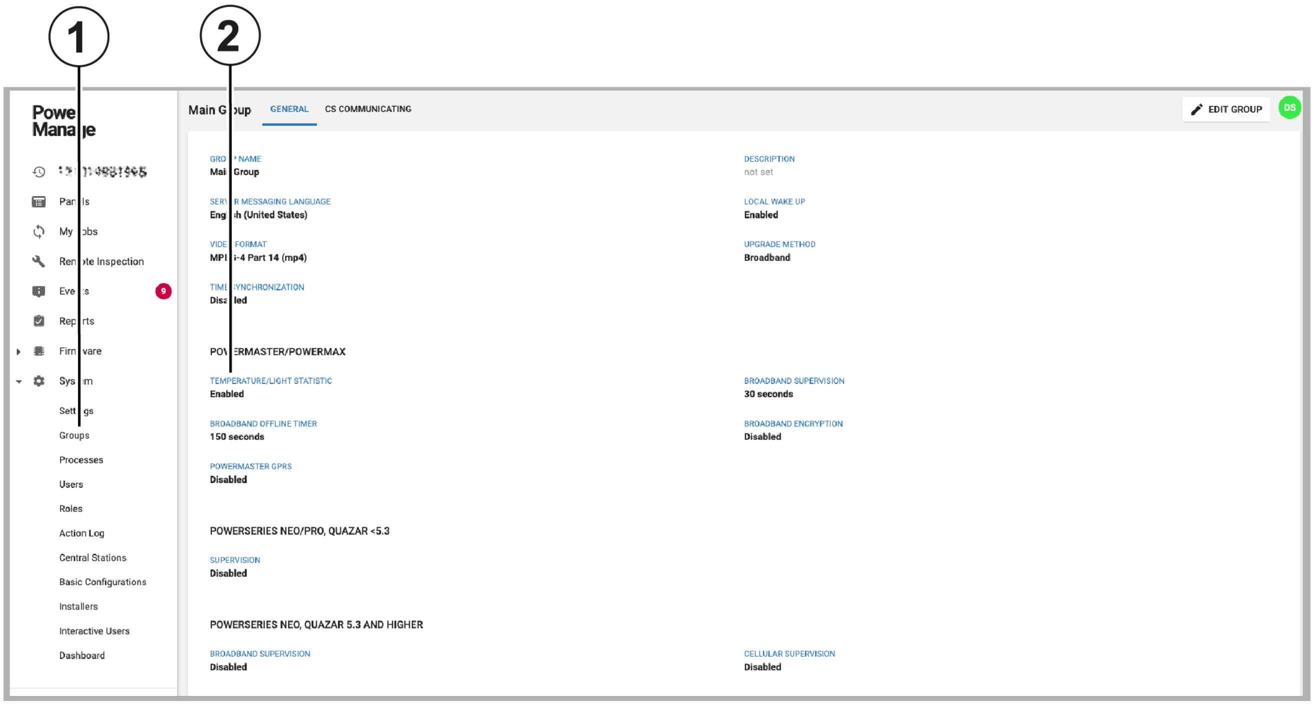


Table 4. Temperature and light statistic status

Callout	Name
1	Groups page
2	TEMPERATURE/STATISTIC status

Figure 95. Temperature and light graph on the METEO tab

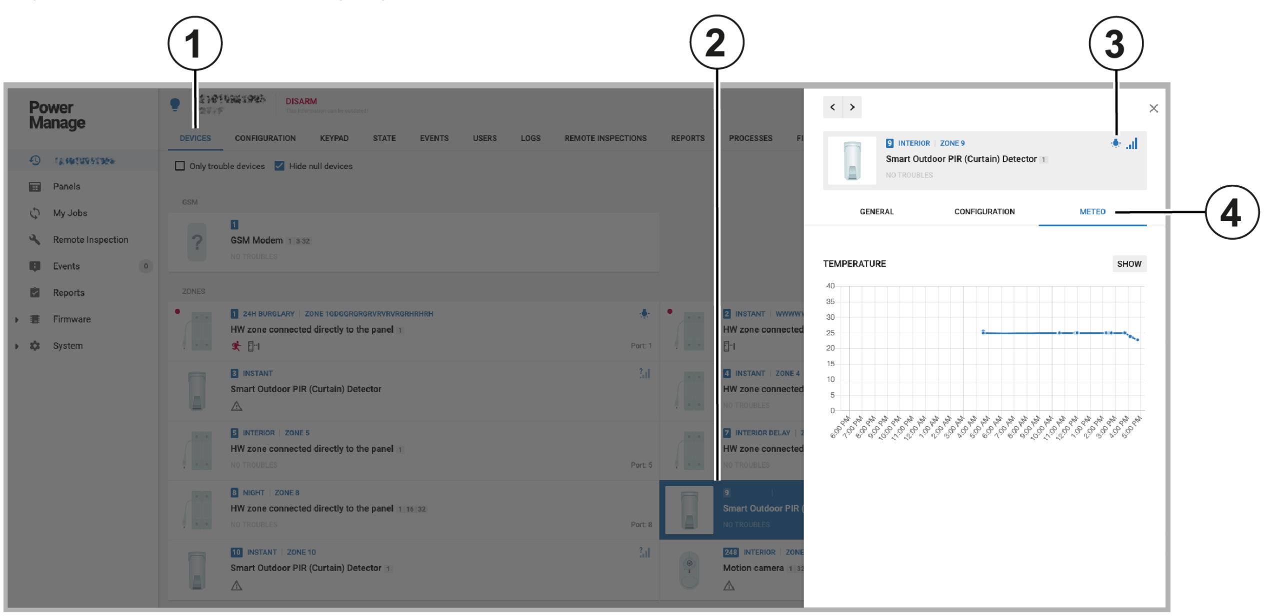


Table 5. Temperature and light graph on the METEO tab

Callout	Name
1	DEVICES tab
2	Selected smart device
3	Smart device icon
4	METEO tab

Viewing GSM signal statistics

1. To open a panel in the Equipment hub, on the Panels page, in the PANEL column, click the name of the panel that you want.
2. On the DEVICES tab, click the GSM Modem.
3. To view the GSM statistics, in the examination pane, click **GSM RSSI**.

   Note: In PowerManage 4.8, GSM modem and OTA modem appear in the DEVICES tab, separate from the panel.
4. **Optional**: To open the GSM RSSI statistics dialog box, click **SHOW**. In the dialog box, you can view GSM RSSI statistical graphs representing interactive time periods.

Figure 96. Viewing GSM signal statistics

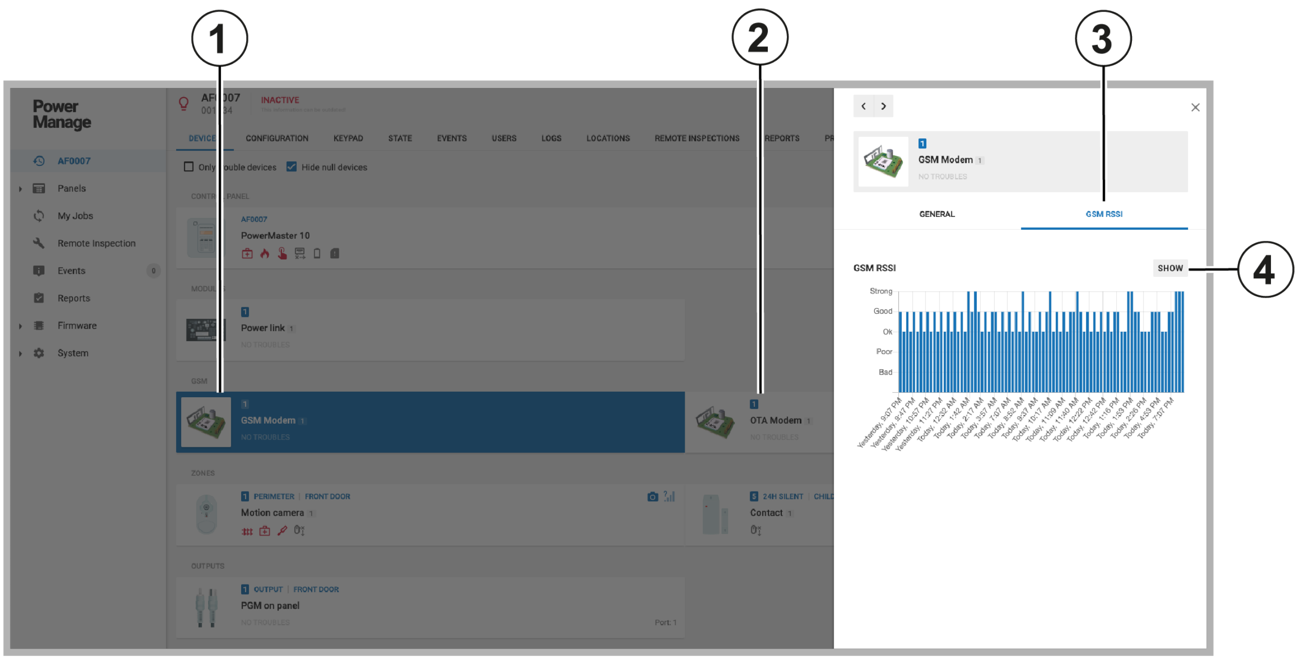


Table 6. Viewing GSM signal statistics

Callout	Name	Description
1	GSM modem	A cellular communication modem
2	OTA modem	An 'Over the Air' software package in the 4G/LTE cellular modem. The OTA modem exists only in PowerMaster panels.
3	GSM RSSI tab	Click **GSM RSSI** to view the connection strength of the cellular modem over time.
4	SHOW	Click to view a larger graph that is interactive.

Integration session access keys for type 2 ITv2 panels

Neo and PSP panels use an integration session channel. To encrypt the integration session channels, you require an integration session key for each of the four channels.

To access the four keys, in your Neo or PSP panel menu, enter the following:

```
[*][8]<installer code>[851][423]/[450]/[477]/[504]
```

Note: In previous versions of PowerManage, the integration session access key was the same for all panels. From PowerManage version 4.8, the integration session access key is unique to a panel and you cannot use the key for any other panel.

Customer information on the Panels page

On the Panels page, the CUSTOMER column displays the first name of the customer that is associated with that panel. For more information, see CUSTOMER column in the following figure. Click the customer name to view more customer information from the INFO tab. For more information, see Customer information in *INFO tab information in the CUSTOMER column*.

Figure 97. CUSTOMER column on the Panels page

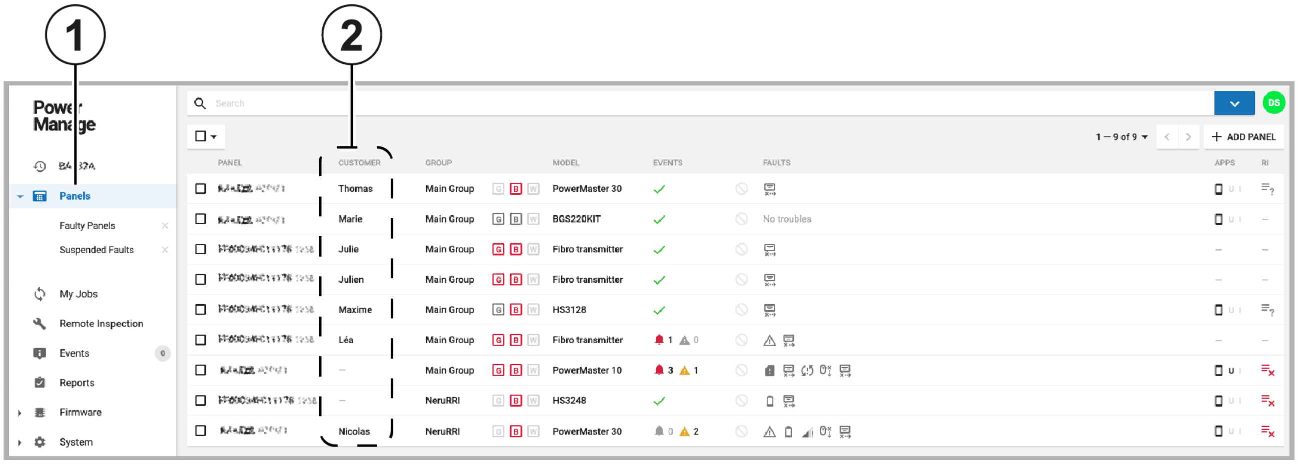


Table 7. CUSTOMER column on the Panels page

Callout	Name	Description
1	Panels page	Click to view the connected panels
2	CUSTOMER column	Displays the customer's first name
3	Customer information	Click the customer's name to view the following customer information: - Customer name - Customer email address - Customer phone number - Customer address - Any comments posted on the INFO tab

Figure 98. INFO tab information in the CUSTOMER column

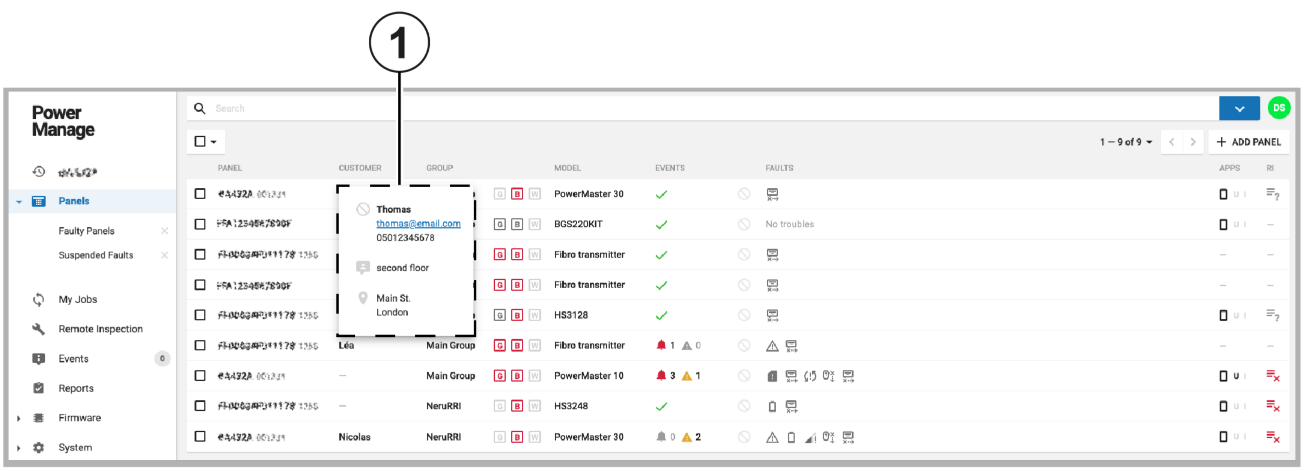


Table 8. INFO tab information in the CUSTOMER column

Callout	Name	Description
1	Customer information	Appears if you click the customer name. This information populates the INFO tab.

Configuring the removal of events, processes, and reports from the server in rotation

Set the rotation time period to remove events, processes, or reports from the server.

1. In the navigation pane, click **System**, then click **Settings**.
2. On the RESOLVE tab, in the ROTATION pane, click **EDIT**.
3. **Optional**: In the Events Age [DAYS] field, enter the number of days you want events to stay on the server before the system removes them.
4. **Optional**: In the Process Age [DAYS] field, enter the number of days you want processes to stay on the server before the system removes them.
5. **Optional**: In the Report Age [DAYS] field, enter the number of days you want reports to stay on the server before the system removes them.

Figure 99. Rotation of events processes and reports on the RESOLVE tab

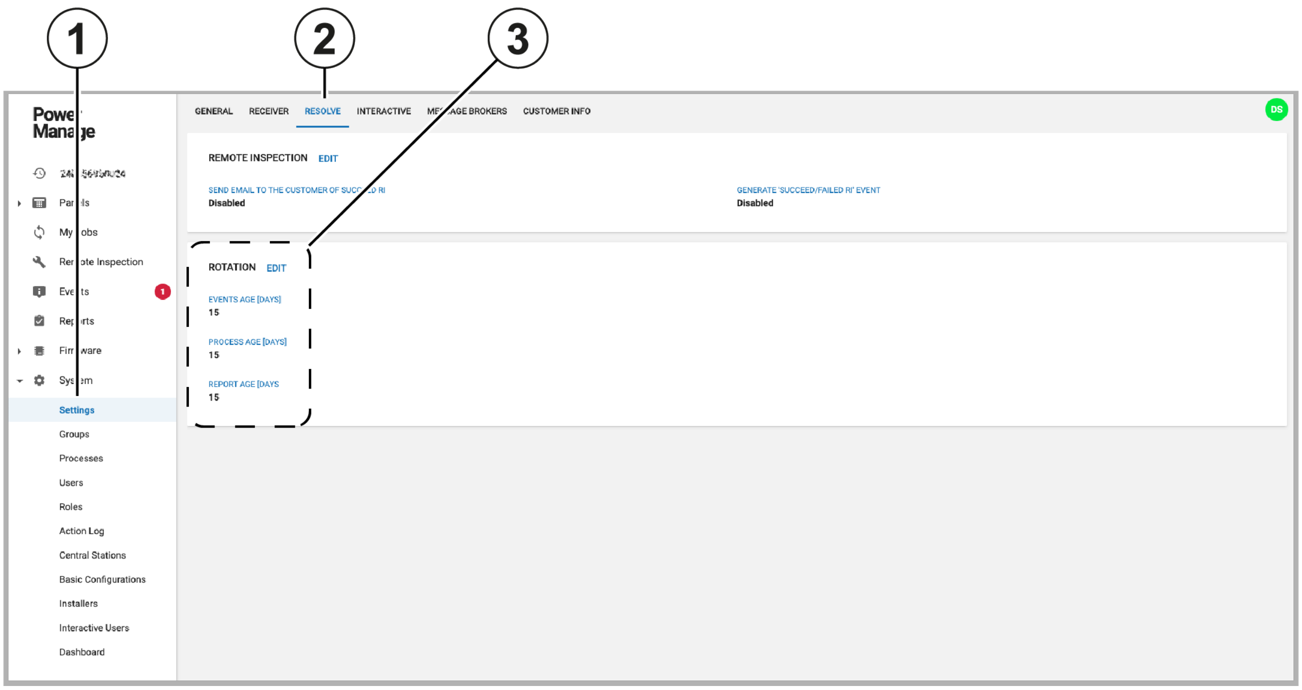
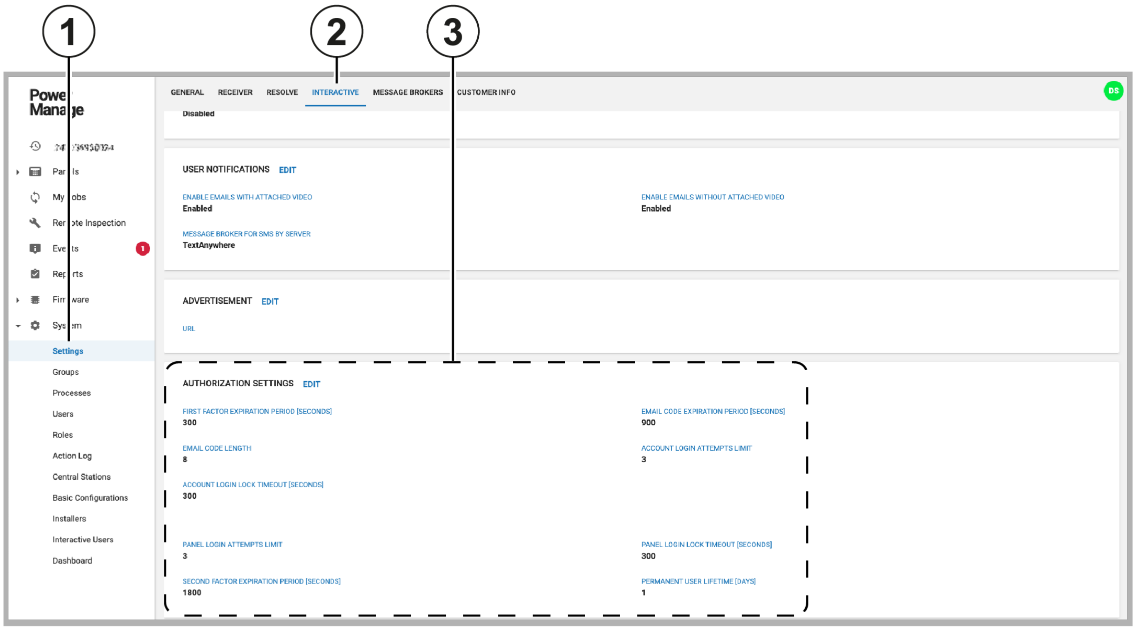


Table 9. Rotation of events processes and reports on the RESOLVE tab

Callout	Name
1	Settings page
2	RESOLVE tab
3	ROTATION pane

Authorization settings for interactive users

Figure 100. Authorization settings



Callout	Name	Description
1	Settings page	For more information, see Settings page.
2	INTERACTIVE tab	For more information, see Interactive tab.
3	AUTHORIZATION SETTINGS	- **FIRST FACTOR EXPIRATION PERIOD [SECONDS]**: The time that a user can stay logged on to the app when the AlarmInstall and ConnectAlarm apps are minimized and running in the background - **EMAIL CODE LENGTH**: The length of the verification email code that the server sends to the user during the two-factor authentication sign up process - **ACCOUNT LOGIN LOCK TIMEOUT [SECONDS]**: The length of time that the user's account is blocked from a panel if the user enters incorrect two-factor authentication logon information for more times than the limit - **PANEL LOGIN ATTEMPTS LIMIT**: The number of two-factor authentication logon retries before the user's account is blocked - **SECOND FACTOR EXPIRATION PERIOD [SECONDS]**: The length of time that the AlarmInstall and ConnectAlarm app stay connected to a panel if the app is minimized and running in the background. - **EMAIL CODE EXPIRATION PERIOD [SECONDS]**: The length of time that the two-factor authentication email verification code is valid. - **ACCOUNT LOGIN ATTEMPTS LIMIT**: The number of two-factor authentication log on retries before the user's account is blocked - **PANEL LOGIN LOCK TIMEOUT [SECONDS]**: The length of time that access to a panel is blocked if the user enters incorrect two-factor authentication log on information for more times than the limit - **PERMANENT USER LIFETIME [DAYS]**: The number of days a user has a permanent user status after successfully logging on to a panel. Permanent users can log on to the panel, even if the panel is locked

Server CUSTOMER INFO tab in the system settings

You can add or edit the following server administrator customer information in the CUSTOMER INFO tab in the system settings:

- Customer name
- Address
- Web administrator email address

  Note: The email address in WEB ADMIN EMAIL is also the default super administrator log on email address. The default email address is admin@tycomonitor.com.

- Personal email address
- Point of contact name
- Phone number

Figure 101. Customer info tab in the system settings

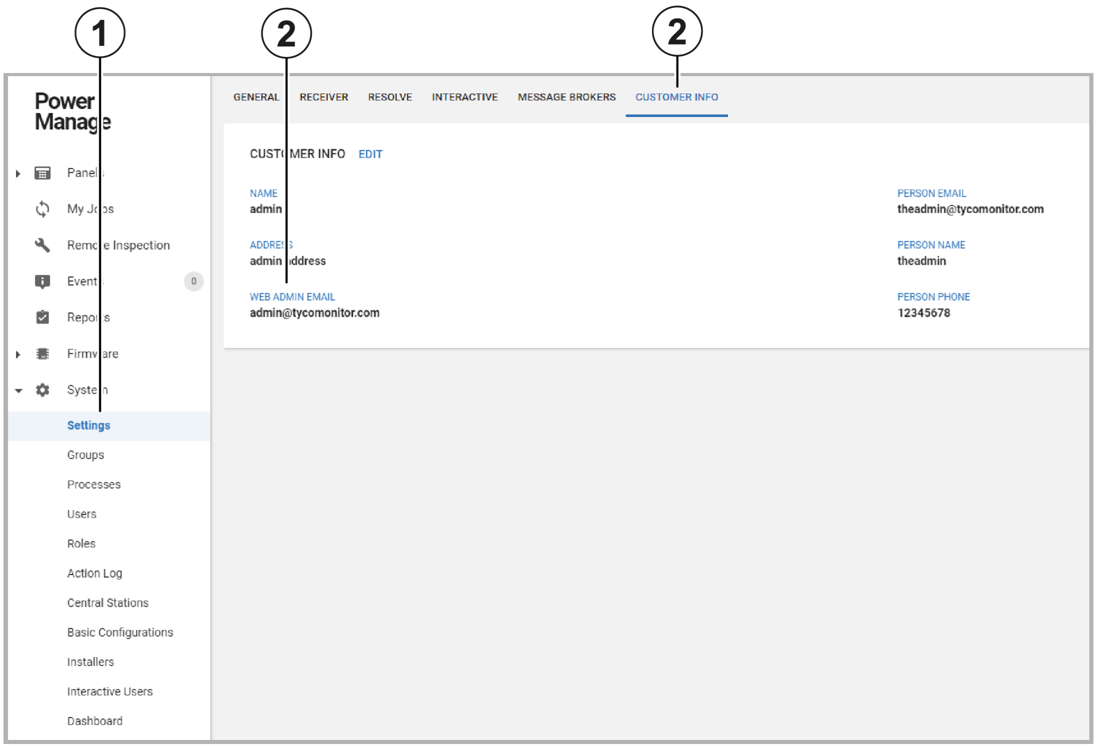


Table 10. Customer info tab in the system settings

Callout	Name
1	Settings page
2	WEB ADMIN EMAIL
3	CUSTOMER INFO tab